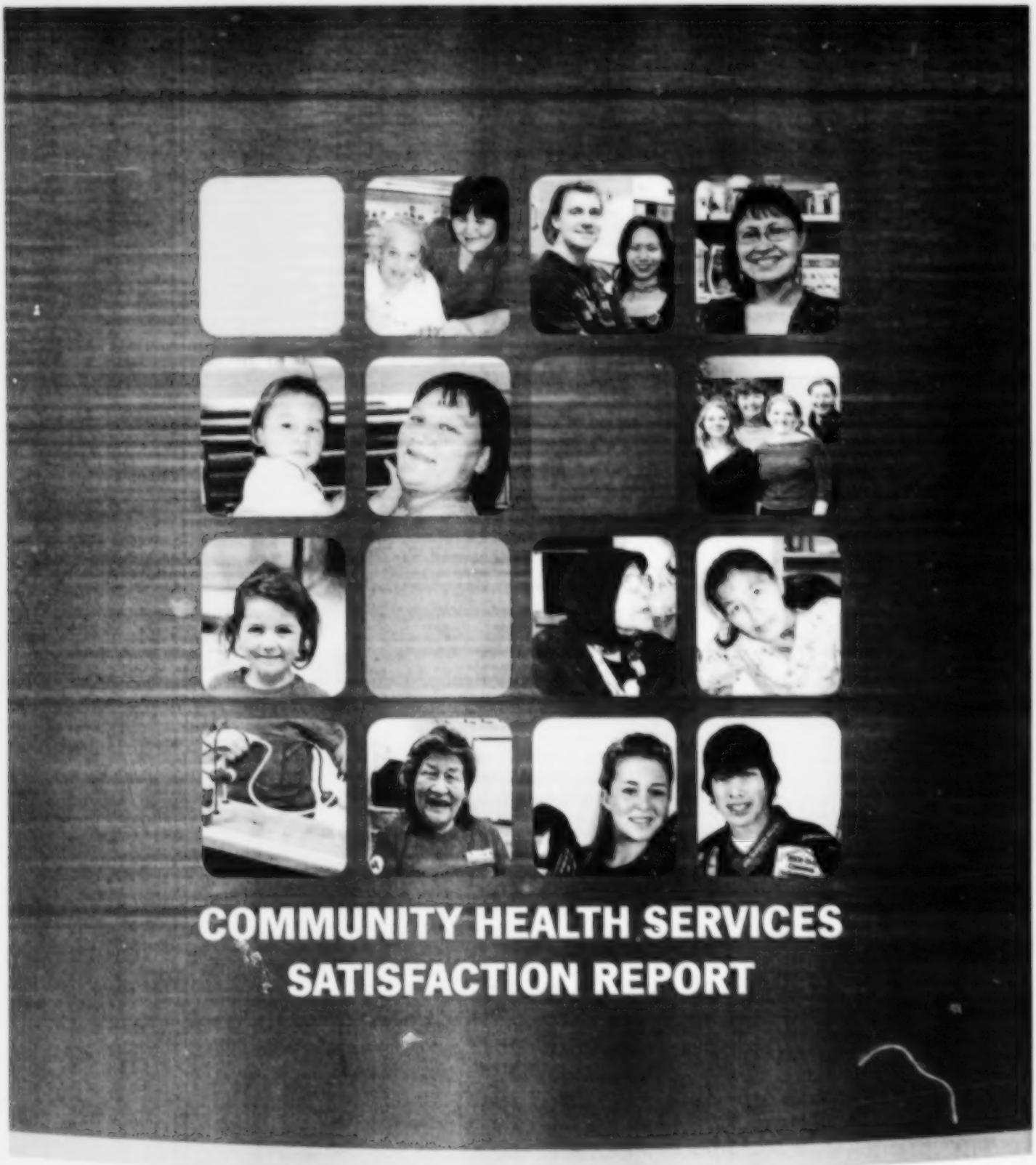

COMMUNITY HEALTH SERVICES SATISFACTION REPORT

If you would like this information in another official language, call us.

English

Si vous voulez ces informations en français, contactez-nous.

French

Kīspin ki nitawihtīn ē nīhiyawihk ōma ācimōwin, tipwāsinān.

Cree

TŁĮCHǪ YATI K'ĘĘ. DI WEGODI NEWǪ DÈ, GOTS'O GONEDE.

Tłı̨chǫ

ʔERIHTŁ'ÍS DĚNE SÚŁINÉ YATI T'A HUTS'ELKÈR
XA BEYÁYATI THEʔĄ ʔAT'E, NUWE TS'ĚN YÓŁTI.

Chipewyan

EDI GONDI DEHGÁH GOT'ĮE ZHATIÉ K'ÉĘ́
EDATŁ'ÉH ENAHDDHĘ NIDE.

South Slavey

K'ÁHSHÓ GOT'ĮNE XƏDƏ K'É HEDERI
ʔEDĮHTŁ'É YERINIWĘ NÍDÉ DÚLE.

North Slavey

Jii gwandak izhii ginjik vat'atr'ijąhch'uu zhit
yinohthan jì', diits'àt ginohkhìi.

Gwich'in

UVANITTUAQ ILITCHURISUKUPKU INUVIALUKTUN, QUQUAQLUTA.

Inuvialuktun

ᑕᕐᔪᐊ ᑎᑎᕋᕆᔨ ᐱᓕᒍᔭᕆᔨ ᐃᓄᖅᑎᑐᓕᕐᓂᒃ,
ᐅᕙᑦᑎᓐᓄᑦ ᐅᖃᓕᓴᕐᓇᖅᑐᑎᑦ

Inuktitut

Hapkua titiqqat pijumagupkit Inuinnaqtun, uvaptinnut hivajarlutit.

Inuinnaqtun

1-867-920-3367

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MESSAGE FROM THE MINISTER

I am pleased to present the results of the 2008 Community Health Services Satisfaction Questionnaire. It represents our commitment to measure consumer satisfaction with health programs and services provided at our health centres, medical clinics and public health units in the Northwest Territories.

You told us, for the most part, you are satisfied with the services received in your community. Your suggestions for improvement will be used to strengthen our commitment to providing quality health care that is sustainable, accessible and community-based.

I would like to extend my appreciation to everyone who took the time to complete the questionnaires. Overall, we received 1,471 in from six health regions. The health and social services system continues to change in an effort to provide the best possible services within existing resources. Client feedback lets us know how effective our efforts have been and we will continue to invite feedback on a regular basis.

Sandy Lee

Honourable Sandy Lee
Minister of Health and Social Services

EXECUTIVE SUMMARY

The Community Health Services Satisfaction Report measures client satisfaction with health programs and services at health centres, medical clinics and public health units within the NWT. Questionnaires were provided to clients receiving health services at the Beaufort Delta, Dehcho, Fort Smith, Hay River, Sahtu, Tlicho and Yellowknife Health and Social Services over a one month period in the fall of 2008.

Completed questionnaires represented clients who had received services from doctors, nurses, nurse practitioners, community health representatives, home care workers and others (e.g. dental therapists). Clients provided ratings on the health care worker, communication relating to treatment/procedure, general areas (e.g. cleanliness of clinic) and overall ratings. Respondents also provided feedback to the questions "**What are we doing well?**" and "**How could we improve?**"

The aim of this report is to present a summary of the findings for the Beaufort Delta, Sahtu, Dehcho, Tlicho, Yellowknife, Hay River and Fort Smith Authorities. It represents an important part of ongoing efforts to measure client satisfaction with the health programs and services within the Northwest Territories. Following is a list of key findings from the report.

What are

we doing well? How could we improve?

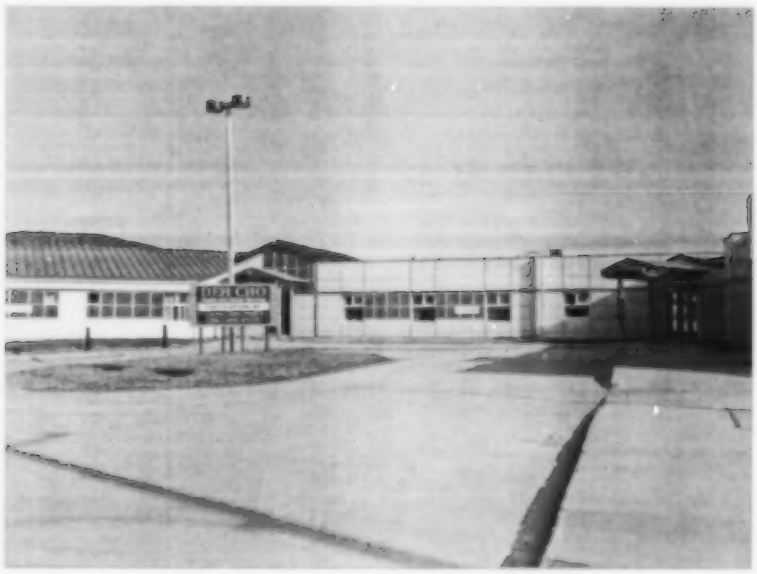
BEAUFORT DELTA

- A total of 406 completed questionnaires were received, with 148 from Inuvik (Arctic Family Medical House and the Public Health Unit) and the remaining 258 coming from health centres in Aklavik, Fort McPherson, Paulatuk, Sachs Harbour, Tsiigehtchic, Tuktoyaktuk and Ulukhaktok.
- In the Beaufort Delta, 91 per cent of respondents selected "good" or "excellent" for the overall care received. In terms of the specific community health services, 95 per cent of respondents from the Arctic Family Medical House in Inuvik and 86 per cent of respondents from community health centres selected "good" or "excellent."
- "Good" or "excellent" was selected by 81 per cent of respondents to the question of "Overall, how well do the health care workers in your community work together to fulfill your needs?"
- Respondents from Arctic Medical House selected "good" or "excellent" more often than respondents from the community health centres – 95 per cent compared to 76 per cent.
- In the Beaufort Delta, 60 per cent of the respondents indicated they had received services from a nurse, 24 per cent from a doctor, 12 per cent from a community health representative (CHR) and four per cent had seen another type of health care worker on the day of completing the questionnaire.
- In response to the care received from the health care worker they saw, 89 per cent of respondents selected "good" or "excellent." All respondents seeing a CHR – 48 of 48 – selected "good" or "excellent" ratings for the care received.
- In the Beaufort Delta, 88 per cent of respondents felt their treatment/procedure was clearly explained and 88 per cent were also satisfied with the way their questions were answered.
- Respondents were asked about health promotion, specifically if the health care worker talked about specific things to improve health/prevent illness. Respondents seeing doctors were most likely to say "yes" to this question, 88 per cent, compared to 77 per cent of respondents seeing nurses or CHRs.
- "Good" or "excellent" ratings were similar for the respectfulness of the reception/administration and the ratings from those respondents using interpreter services – 85 per cent.
- Ratings for the cleanliness of the clinics/health centres was higher, with 94 per cent of respondents selecting "good" or "excellent."
- The most common suggestion for "How could we improve?" was the need for more health care professionals. This feedback was given by respondents from all communities in the Beaufort Delta, but appeared the most often by respondents utilizing health centres in Sachs Harbour, Tsiigehtchic and Tuktoyaktuk.
- General comments relating to the care and service provided in the Beaufort Delta were the most common by respondents indicating what was being done well. Beaufort Delta respondents also took the time to praise staff – for being helpful, caring and friendly, as well as including the names of specific staff in noting exceptional service.

Inuvik Regional Hospital

DEHCHO

- A total of 103 completed questionnaires were received, with 27 from Fort Simpson and the remaining 76 from health centres in Fort Liard, Fort Providence, Trout Lake and Wrigley.
- In the Dehcho, 85 per cent of respondents selected "good" or "excellent" for the overall care they received.
- "Good" or "excellent" was selected by 81 per cent of respondents to the question of "Overall, how well do the health care workers in your community work together to fulfill your needs?"
- In the Dehcho, 49 per cent of respondents indicated they had received services from a nurse, 26 per cent from a doctor, 17 per cent from a community health representative (CHR), eight per cent from a nurse practitioner and one per cent from other.
- In response to the care received from the health care worker they saw 91 per cent said "good" or "excellent."
- In the Dehcho, 88 per cent of respondents felt their treatment/procedure was clearly explained and 89 per cent were satisfied with the way their questions were answered.
- Respondents were asked about health promotion, specifically, if the health care worker talked about specific things to improve health/prevent illness. Slightly more than 80 per cent of respondents said "yes" to this question.
- "Good" or "excellent" ratings were selected by 81 to 85 per cent of respondents for the respectfulness of the reception/administration and for the interpreter services received.
- The cleanliness ratings for health centres was even higher – 92 per cent "good" or "excellent" ratings.
- Suggestions for improvement included the need for more health care professionals and reducing wait times.
- In the Dehcho, positive comments relating to staff appeared the most often to "What are we doing well?" Respondents also singled out specific staff in noting exceptional service.



Fort Simpson Health Centre

FORT SMITH

- A total of 134 completed questionnaires were received, with 82 from the Medical Clinic, 35 from the Public Health Unit and 17 from home care.
- In Fort Smith, 96 per cent of respondents from the Fort Smith Authority selected "good" or "excellent" for the overall care they received, with similar ratings from medical clinic and public health respondents.
- "Good" or "excellent" was selected by 90 per cent of respondents to the question of "Overall, how well do the health care workers in your community work together to fulfill your needs?"
- Ninety-four per cent of public health respondents selected "good" or "excellent", compared to 87 per cent of medical clinic respondents.
- In Fort Smith, 49 per cent of respondents indicated they received services from a doctor, 24 per cent from a nurse, 14 per cent from a nurse practitioner and the remaining 12 per cent from a community health representative (CHR) or home care worker.
- In response to the care received by the worker, 96 per cent of respondents selected "good" or "excellent".
- In Fort Smith, 94 per cent of respondents felt their treatment/procedure was clearly explained and 94 per cent were also satisfied with the way their questions were answered.
- Respondents were asked about health promotion, specifically, if the health care worker talked about specific things to improve health/prevent illness. Three-quarters of respondents said "yes" to this question.
- Ratings were high for the respectfulness of reception/administration, cleanliness of the facilities and from those receiving interpreter services, with 94 to 97 per cent of respondents selecting "good" or "excellent" ratings.
- Suggestions for improvement included the need for more health care professionals, particularly permanent doctors, and the need for continuity of care.
- Positive comments related to staff appeared the most often to "What are we doing well?"

Fort Smith Health and Social Services Centre

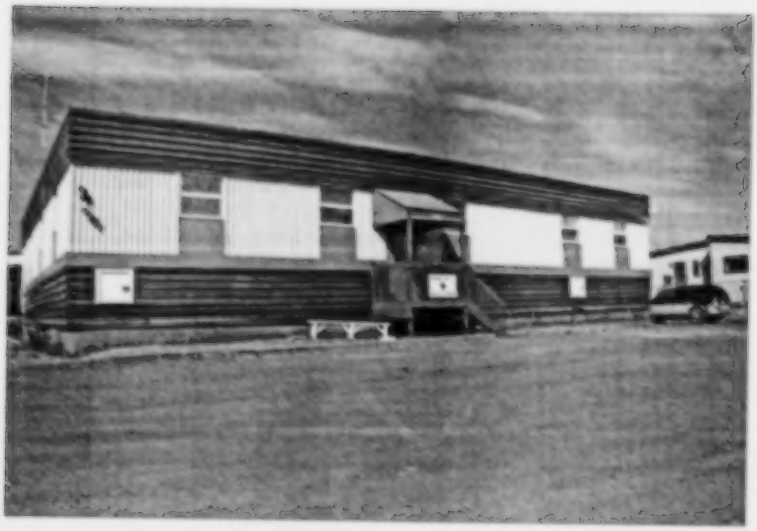
HAY RIVER

- A total of 248 completed questionnaires were received, with 206 from the Medical Clinic and 42 from the Public Health Unit.
- In Hay River, 94 per cent of respondents selected "good" or "excellent" for the overall care they received. For respondents from the Medical Clinic, 93 per cent selected "good" or "excellent" and 100 per cent, all 42 respondents, from the Public Health Unit selected "good" or "excellent" for the overall care they received.
- Three-quarters of respondents selected "good" or "excellent" for how well health care workers worked together in the community – 95 per cent of respondents from public health selected "good" or "excellent", compared to 72 per cent of medical clinic respondents.
- In Hay River, 68 per cent of respondents indicated they had received services from a nurse, 12 per cent from a nurse practitioner, 10 per cent from a nurse, five per cent from a home care worker and one per cent from other.
- In response to the care received from the health care worker they saw, 95 per cent of respondents selected "good" or "excellent" ratings.
- In Hay River, 94 per cent of respondents felt their treatment/procedure was clearly explained and 95 per cent were satisfied with the way their questions were answered.
- Respondents were asked about health promotion, specifically, if the health care worker talked about specific things to improve health/prevent illness. In Hay River, 78 per cent of respondents said "yes" to this question.
- Ratings of "good" or "excellent" were selected by 92 to 98 per cent of respondents for the respectfulness of the reception/administration and for those receiving interpreter services – with 85 per cent selecting "good" or "excellent" for the cleanliness of the health facilities.
- Suggestions for improvement included the need for more health care professionals, permanent doctors in particular, and reducing wait times.
- Positive comments related to staff appeared the most often to "What are we doing well?" Respondents also singled out specific staff in noting exceptional service.

H.H. Williams Memorial Hospital, Hay River

SAHTU

- A total of 63 completed questionnaires were received, with 31 from Fort Good Hope and the remaining 32 from health centres in Deline, Norman Wells and Tulita.
- In the Sahtu, 82 per cent of respondents selected "good" or "excellent" for the overall care received.
- "Good" or "excellent" was selected by 73 per cent of respondents to the question of "Overall, how well do the health care workers in your community work together to fulfill your needs?"
- In the Sahtu, the majority of respondents indicated they had received services from a nurse (79 per cent), 15 per cent from a doctor and the remaining six per cent from other types of health care workers.
- In response to the care received from the health care worker they saw, 83 per cent of respondents selected "good" or "excellent."
- In the Sahtu, between 83 to 85 per cent of respondents felt their treatment/procedure was clearly explained and were satisfied with the way their questions were answered.
- Respondents were asked about health promotion, specifically if the health care worker talked about specific things to improve health/prevent illness. In the Sahtu, 82 per cent of respondents said "yes" to this question.
- "Good" or "excellent" ratings were consistent at 83 per cent for the respectfulness of the reception/administration, the cleanliness of the health centres and the interpreter services received.
- Suggestions for improvement included the need for more health care professionals, reducing wait times and increasing public health activities.
- In the Sahtu, positive comments relating to staff appeared the most often to "What are we doing well?"



Norman Wells Health Centre

TLICHO

- A total of 39 completed questionnaires were received, with 15 from Behchoko, 16 from Gameti and eight from Whati.
- In the Tlicho, 87 per cent of respondents selected "good" or "excellent" for the overall care they received.
- "Good" or "excellent" was selected by 64 per cent of respondents to the question of "Overall, how well do the health care workers in your community work together to fulfill your needs?"
- In the Tlicho, 63 per cent of respondents indicated they had received services from a nurse, 29 per cent from a doctor and eight per cent from a community health representative (CHR).
- In response to the care received from the health care worker they saw, 78 per cent of respondents selected "good" or "excellent".
- In the Tlicho, 85 per cent of respondents felt their treatment/procedure was clearly explained and 76 per cent were satisfied with the way their questions were answered.
- Respondents were asked about health promotion; specifically, if the health care worker talked about specific things to improve health/prevent illness. In the Tlicho, 69 per cent of respondents said "yes" to this question.
- Between 74 and 77 per cent of respondents selected "good" or "excellent" for the respectfulness of the reception/administration and the interpreter services received. Ratings for the cleanliness of the health centres was higher, with 81 per cent of respondents selecting "good" or "excellent".
- Suggestions for improvement included the need for more health care professionals, reducing wait times and hiring staff with more experience.
- In the Tlicho, general positive comments, such as "Everything is good. No need to complain.", appeared the most often to "What are we doing well?"

Wekweeti Health Centre

YELLOWKNIFE

- A total of 478 completed questionnaires were received from Yellowknife Health and Social Service Authority (YKHSSA) respondents; 460 came from Yellowknife, including 184 from the Family Medical Clinic, seven from the Frame Lake Clinic, 57 from the Gibson Medical Clinic, 71 from the Great Slave Clinic, 54 from home visits and 87 from the Public Health Unit. A total of 18 questionnaires were received from health centres – 13 from Lutsel K'e and five from Fort Resolution.
- At YKHSSA, 97 per cent of respondents selected "good" or "excellent" for the overall care they received. Close to 100 per cent, 84 of the 85 respondents from the Public Health Unit selected "good" or "excellent".
- "Good" or "excellent" was selected by 88 per cent of respondents to the question "Overall, how well do the health care workers in your community work together to fulfill your needs?"
- Respondents from the Public Health Unit selected "good" or "excellent" more often than respondents from the medical clinics – 99 per cent compared to 86 per cent.
- At YKHSSA, 59 per cent of the respondents indicated they had received services from a doctor, 23 per cent from a nurse, eight per cent from a nurse practitioner, seven per cent from a home care worker and three per cent from other types of health care workers.
- In response to the care received from the health care worker they saw, 94 per cent of respondents selected "good" or "excellent" ratings for the care received.
- At YKHSSA, 94 per cent of respondents felt their treatment/procedure was clearly explained and 94 per cent were also satisfied with the way their questions were answered.
- Respondents were asked about health promotion, specifically if the health care worker talked about specific things to improve health/prevent illness. At YKHSSA, 81 per cent of respondents said "yes" to this question.
- Respondents who saw a nurse practitioner had higher rates of "yes" responses for treatment/procedures being clearly explained and health promotion. Respondents who saw a doctor had higher rates of "yes" responses for feeling they were involved in decisions affecting their care.
- "Good" or "excellent" ratings ranged from 90 to 94 per cent of respondents for the respectfulness of the reception/administration, the interpreter services received and the cleanliness of the medical clinics and health centres.
- Suggestions for improvement included the need for more health care professionals and reducing wait time.
- Positive comments related to staff appeared the most often to "What are we doing well?" Respondents also singled out specific staff at YKHSSA in noting exceptional service.

Great Slave Community Health Centre, Yellowknife

EXECUTIVE SUMMARY

BACKGROUND

Measuring client satisfaction is seen as a means of gauging the effectiveness of existing services and guiding future developments.

The Community Health Services Satisfaction Report is used as one of the indicators the Department and Health and Social Services and the Authorities utilize to continually monitor and make improvements based on best practice guidelines, reliable data and feedback from clients.

In the fall of 2004, the Department of Health and Social Services placed Client Feedback Forms in community health centres and social services offices across the NWT, with a report of findings completed in September 2005. In 2008, several Authorities approached the Department asking that another client satisfaction questionnaire be conducted for health and social services within the NWT. The Chief Executive Officers from each participating Authority (Beaufort Delta, Sahtu, Dehcho, Tlicho, Yellowknife, Hay River and Fort Smith) were contacted to assist in establishing a working group.

A common questionnaire was developed by the working group and provided to clients utilizing medical clinics, health centres, public health units and home care services in November 2008. Questions fell under the main categories of:

- Health Care Providers
- Treatment/Procedure
- General
- Demographics
- Open-ended Questions (doing well/need for improvement)

The questionnaire appears at the back of this report.

A French version of the questionnaire was available and completed by four respondents.

METHODOLOGY

The Community Health Services Satisfaction Questionnaire was self-administered. Typically, self-administered questionnaires (ones that respondents are asked to complete without the aid of a trained interviewer) have low response rates – approximately 20 per cent. The working group felt that the success of the project would largely be dependent on participation by health provider staff.

Health providers and administration were asked to hand out copies of the questionnaire to all persons receiving health services during a full month period, November 2008. Drop boxes and posters were provided to each community health centre, medical clinic and public health unit. Drop boxes with completed questionnaires were returned to the Department of Health and Social Services for data entry and analysis.

The final count of completed questionnaires was:

Completed Questionnaires	
Beaufort Delta	406
Dehcho	103
Fort Smith	134
Hay River	248
Sahtu	63
Tlicho	39
Yellowknife	478
Total	**1,471**

FINAL REPORTS

Analysis was completed for each Authority on an individual basis. Data was not rolled up to provide a territorial perspective due to the fact that the questionnaire and methodology did not provide a representative sample of the population.

Similarly, the questionnaire itself and methodology does not allow for response rates to be calculated. Reasons for being unable to calculate response rates include:

- The questionnaire and project methodology were not designed to capture a representative, random sample of those using community health services.
- There were no identifiers on the questionnaire to link with administrative databases, therefore no way of comparing who completed questionnaires to who used community health services in the month of questionnaire distribution.
- It is not known if the questionnaire was offered to every person using the community health services during the month of distribution.

Findings from these questionnaires can be used to:

- provide feedback to senior management and community health staff;
- recognize areas that are working well;
- indicate areas of improvement;
- provide a component of the accreditation process; and
- provide baseline data for future questionnaires.

BEAUFORT DELTA

A total of **406** completed questionnaires were received from people utilizing Beaufort Delta HSS Authority community health services during the month of November 2008.

Of those 406:

- Aklavik = 79 (Health Centre – 77, Home Care – 2)
- Fort McPherson = 43 (Health Centre – 41, Home Care – 2)
- Inuvik = 148 (Arctic Family Medical House – 73, Inuvik Public Health – 75)
- Paulatuk = 22 (Health Centre – 19, Home Care – 3)
- Sachs Harbour = 6
- Tsigehtchic = 32 (Health Centre – 28, Home Care – 4)
- Tuktoyaktuk = 53
- Ulukhaktok = 23

Not all respondents answered all questions. n = the number of applicable responses for that particular question.

Some percentages may not add up to 100 per cent due to rounding.

OVERALL SATISFACTION

The question **"Overall, how would you rate the care you received?"** provides a concise summary of the overall findings from the Community Health Services Satisfaction Questionnaire in the Beaufort Delta. The vast majority of respondents provided ratings of "good" or "excellent" – 91 per cent.

More than 80 per cent of respondents selected "good" or "excellent" for the question **"Overall, how well do the health care workers in your community work together to fulfill your needs?"**

- Approximately 91 per cent of respondents, or 361 of the 400 respondents, rated the overall care they received as "good" or "excellent."
- "Good" or "excellent" ratings were selected by 81 per cent of respondents to the question of how well health care workers worked together.

Overall Care n = 400. Work Together n = 391

Overall care satisfaction ratings varied between the Arctic Family Medical House, the Public Health Unit in Inuvik and the health centres in Aklavik, Fort McPherson, Paulatuk, Sachs Harbour, Tsigehtchic, Tuktoyaktuk and Ulukhaktok. At the community health centres, 86 per of respondents selected "good" or "excellent" ratings for overall care, compared to 95 per cent of respondents from the Arctic Family Medical House. For respondents from the Public Health Unit in Inuvik, 100 per cent – 75 of the 75 respondents – indicated their overall care was "good" or "excellent."

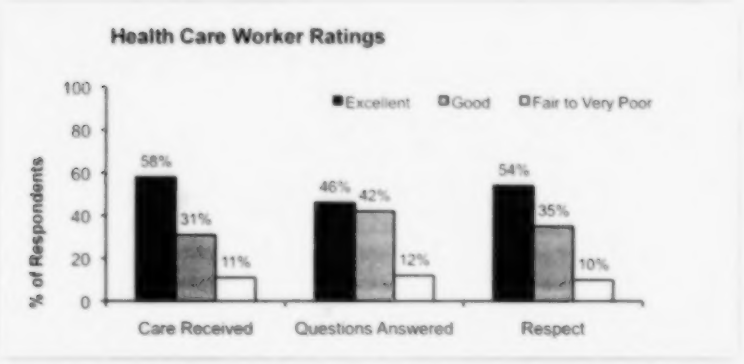
Approximately three-quarters of respondents from community health centres selected "good" or "excellent" for how well health care workers in the community were working together (76 per cent) compared to 95 per cent of Arctic Family Medical House respondents.

HEALTH CARE PROVIDERS

Respondents were asked to indicate the type of health care worker they saw and answered questions specific to that worker.

- **What do you think about the care you received from the health care worker you saw today?**
- **How well did the health care worker answer your questions?**
- **How respectful was the health care worker to your values and beliefs, culture and traditions?**

For all three questions, 88 to 89 per cent of Beaufort Delta respondents selected "good" or "excellent" ratings.



- "Excellent" ratings were higher for the care received (58 per cent) and the respectfulness shown (54 per cent) than how well their questions were answered (46 per cent).
- No "poor" or "very poor" ratings were provided by respondents from Inuvik Centre, Paulatuk, Sachs Harbour, Tsiigehtchic or Ulukhaktok – "fair" was the lowest rating for these three questions.

Care Received n = 401. Questions Answered n = 396. Respect n = 382.

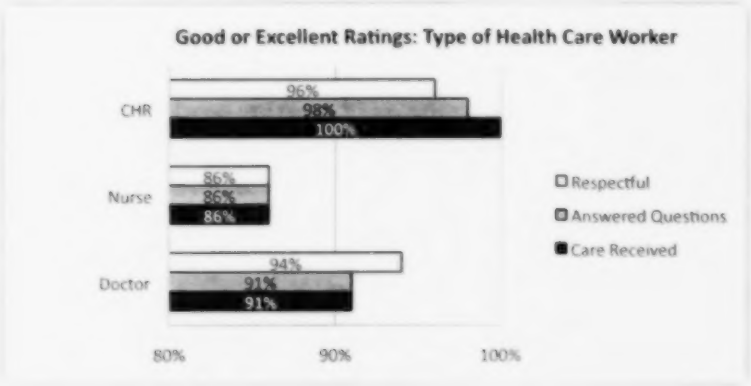
The majority of respondents in the Beaufort Delta had seen a nurse (60 per cent), followed by doctors (24 per cent). The remaining respondents indicated they had seen community health representatives (12 per cent), nurse practitioners (two per cent), home care workers (one per cent), with two per cent seeing other types of workers, including an eye doctor or dental therapists.

Health Care Worker You Saw Today	Total	%
Doctor	96	24
Nurse	237	60
Nurse Practitioner	6	2
Community Health Representative	48	12
Home Care Worker	3	1
Other	8	2
Total Applicable	**398**	**100**

Slight differences existed between the different types of workers for the care received, how well questions were answered and how respectful the service provider was to the respondents' values.

Respondents who had seen doctors or community health representatives (CHRs) had higher "good" or "excellent" ratings.

All respondents seeing a CHR – 48 of 48 – selected "good" or "excellent" ratings for the care received.



TREATMENT/PROCEDURE

Respondents were asked questions related to treatment and procedures:

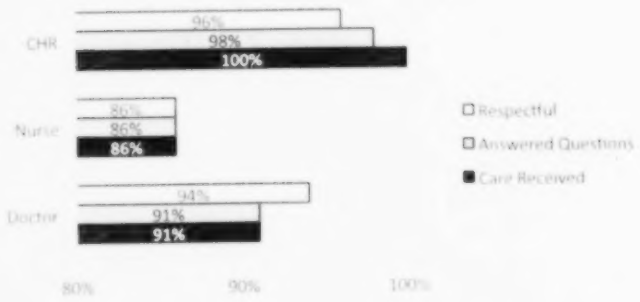
- **Was your treatment/procedure clearly explained to you?**
- **Were you involved in decisions affecting your care?**
- **Did your health care worker talk about specific things to improve health/prevent illness?**

Respondents indicated they felt their treatment/procedure had been clearly explained to them, with 88 per cent indicating "yes" and another nine per cent "somewhat."

"Yes" responses were lower for how involved respondents felt in decisions relating to their treatment/procedure and whether the health care worker talked about specific things to improve health/prevent illness (health promotion).

Health Care Worker You Saw Today	Total	%
Doctor	96	24
Nurse	237	60
Nurse Practitioner	6	2
Community Health Representative	48	12
Home Care Worker	3	1
Other	8	2
Total Applicable	**398**	**100**

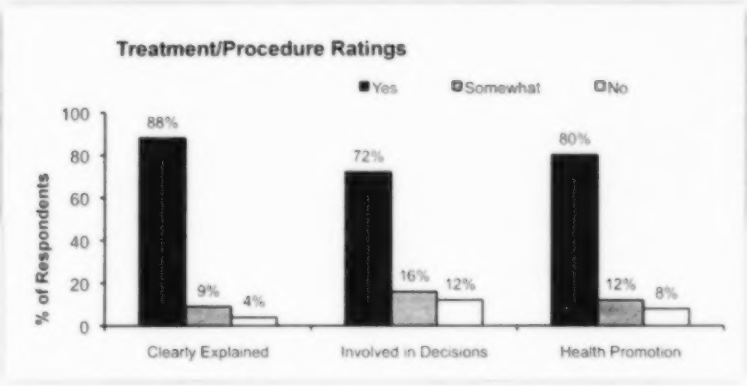
Good or Excellent Ratings: Type of Health Care Worker



TREATMENT/PROCEDURE

- Was your treatment/procedure clearly explained to you?
- Were you involved in decisions affecting your care?
- Did your health care worker talk about specific things to improve health/prevent illness?

BEAUFORT DELTA



Clearly Explained n = 360 Involved in Decisions n = 345 Health Promotion n = 351

- Only four per cent of respondents indicated they had *not* had their treatment/procedure clearly explained to them.
- A total of 12 per cent of respondents felt they were *not* involved in decisions affecting their care.
- Eight per cent of respondents indicated the health care provider did *not* talk about specific things to improve health/prevent illness.

As indicated by "yes" responses, 80 per cent or higher of clients seeing doctors felt the doctors clearly explained treatment/procedures, talked about specific things to improve health/prevent illness and involved the client in decisions relating to their treatment/procedure.

Health Care Provider	Doctor	Nurse	CHR*
Yes, clearly explained	91%	88%	-
Yes, involved in decisions	80%	69%	-
Yes, health promotion	88%	77%	77%

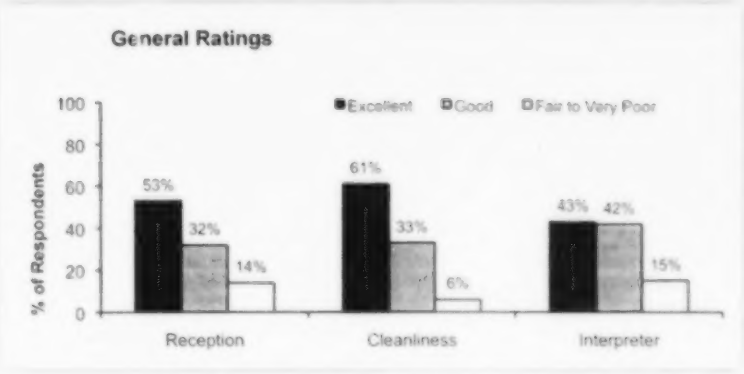
* Too few responses from respondents seeing community health representative to provide percentage for questions on explanations and involved in decisions.

GENERAL QUESTIONS

This section of the questionnaire asked three questions relating to general services within the Beaufort Delta community health services:

- **How respectful was the receptionist/administration?**
- **How clean was the clinic?**
- **How were the interpreter services you received?**

Questions relating to the respectfulness of the receptionist/administration, cleanliness of the clinic and interpreter services received similar ratings of satisfaction as other questions on the Community Health Services Satisfaction Questionnaire. More than 85 per cent of respondents selected "good" or "excellent" ratings for the three questions.



- "Excellent" ratings were higher for the cleanliness of the clinics/ health centres (61 per cent) than the respectfulness of the reception/administration (53 per cent) or interpreter services (43 per cent).

Reception n = 359. Cleanliness n = 359. Interpreter Services n = 165.

FEEDBACK

The Community Health Services Satisfaction Questionnaire asked two open-ended questions to gather more detailed information from respondents:

- **What are we doing well?**
- **How could we improve?**

In the Beaufort Delta, general positive comments, such as "All the work I see is good. When I ask for help, it's good.", appeared the most often as to what was being done well. Comments also related to staff, ranging from general praise for staff being friendly, caring and helpful to singling out specific staff in noting exceptional service.

The need for more staff and, closely related, the need to reduce waiting times were found most commonly under suggestions for improvement. Respondents from Sachs Harbour, Tsigehtchic and Tuktoyaktuk, in particular, commented on the need for more staff within the communities.

DEMOGRAPHICS

Demographic questions were asked in order to provide more detailed analysis and comparisons of responses, where applicable. The demographic section also provided information on the 406 respondents who completed questionnaires in the Beaufort Delta.

Approximately 62 per cent of the respondents were female and 82 per cent were Aboriginal. The average age of the person receiving the service was 38, with 16 per cent of respondents completing questionnaires for those under the age of 16 and 19 per cent for those 60 years and over.

Age of Person Receiving Service	Total	%
< 16 years	61	16
16 to 29	81	22
30 to 44	91	24
45 to 59	71	19
60+	71	19
Total Applicable	**375**	**100**

CONCLUSION

The Community Health Services Satisfaction Questionnaire in 2008 asked respondents to provide ratings on the care, respect and communication experienced in their treatment/procedure and dealings with health care professionals. Respondents also provided ratings relating to reception/administration, the facilities' cleanliness and interpreter services.

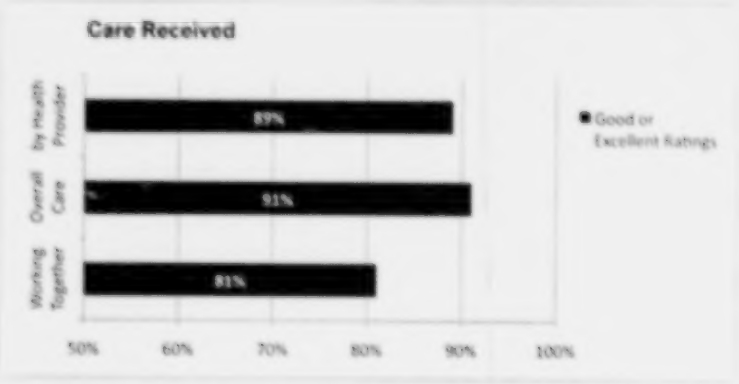
In many of the questions in these sections – Health Care Providers, Treatment/Procedure and General, clients have indicated their satisfaction with community health services in the Beaufort Delta Health and Social Services Authority, with the vast majority selecting 'good' or 'excellent' ratings.

Positive findings included:

- Eighty-nine per cent 'good' or 'excellent' ratings for how respectful the health care worker was to respondents' values and beliefs, culture and traditions.
- Eighty-eight per cent indicated their treatment/procedure was clearly explained to them (with another nine per cent indicating 'somewhat').
- Eighty per cent of respondents indicated their health care worker talked to them about specific things to improve health/prevent illness (with another 12 per cent indicating 'somewhat').

The results from 'What do you think about the health care you received from the health care worker you saw today?' and 'Overall, how would you rate the care you received?' reflects the satisfaction of respondents in the Beaufort Delta. Between 89 to 91 per cent of respondents rated their care as 'good' or 'excellent'.

Slightly less satisfaction was evident in the ratings for the question 'Overall, how well do the health care workers in your community work together to fulfill your needs?'



Comments provided by respondents mirrored the data. Some respondents offered suggestions for improvement, including the hiring of more staff, particularly in the smaller communities. However, the majority of comments reflected the general satisfaction with the health system within the Beaufort Delta. These include appreciation for the professionalism and service provided by the community health centres, the Arctic Family Medical Clinic, the Public Health Unit and home care staff.

DEHCHO

A total of **103** completed questionnaires were received from people utilizing community health services in the Dehcho during the month of November 2008.

Of those 103:

- Fort Liard = 16
- Fort Providence = 28
- Fort Simpson = 27
- Trout Lake = 14
- Wrigley = 18

Not all respondents answered all questions; n = the number of applicable responses for that particular question.

Some percentages may not add up to 100 per cent due to rounding.

OVERALL SATISFACTION

The question **"Overall, how would you rate the care you received?"** provides a concise summary of the overall findings of the Community Health Services Satisfaction Questionnaire in the Dehcho. The majority of respondents provided ratings of "good" or "excellent" – 85 per cent.

"Good" or "excellent" ratings were selected by 81 per cent of respondents to the question **"Overall, how well do the health care workers in your community work together to fulfill your needs?"**

- Approximately 85 per cent of respondents, or 86 of the 101 respondents, rated the overall care they received as "good" or "excellent".
- Eighty-one per cent of respondents selected "good" or "excellent" ratings for how well health care workers worked together.

Overall Care n = 101; Work Together n = 67

HEALTH CARE PROVIDERS

Respondents were asked to indicate the type of health care worker they saw and answered questions specific to that worker.

- **What do you think about the care you received from the health care worker you saw today?**
- **How well did the health care worker answer your questions?**
- **How respectful was the health care worker to your values and beliefs, culture and traditions?**

In the Dehcho, respondents provided ratings based on a number of different health care workers:

Health Care Worker You Saw Today	Total	%
Doctor	26	26
Nurse	49	49
Nurse Practitioner	8	8
Community Health Representative	17	17
Dental Therapist	3	1
Total Applicable	**101**	**100**

"Good" or "excellent" ratings were consistent for all three questions directly related to the health care worker – 87 to 91 per cent of respondents selected "good" or "excellent" for the care they received, how well their questions were answered and how respectful the health care worker had been to their values, beliefs, culture and traditions.

- "Excellent" ratings were higher (49 per cent) for the care received and the respectfulness shown than how well their questions were answered (38 per cent).

Care Received n = 101. Questions Answered n = 101. Respect n = 96.

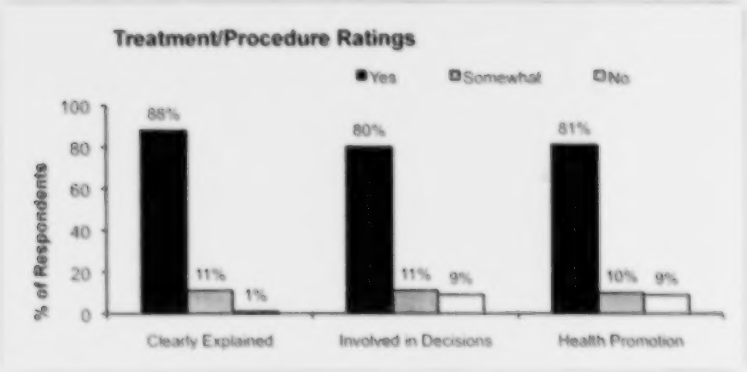
TREATMENT/PROCEDURE

Respondents were asked questions related to treatment and procedures:

- **Was your treatment/procedure clearly explained to you?**
- **Were you involved in decisions affecting your care?**
- **Did your health care worker talk about specific things to improve health/prevent illness?**

Respondents clearly indicated they felt their treatment/procedure had been explained – 88 per cent of respondents indicated "yes", with another 11 per cent indicating their treatment was "somewhat" explained.

Ratings were lower for respondents feeling involved in decisions affecting their care and that their health care worker talked about specific things to improve health/prevent illness.



Clearly Explained n = 93 Involved in Decisions n = 88 Health Promotion n = 90

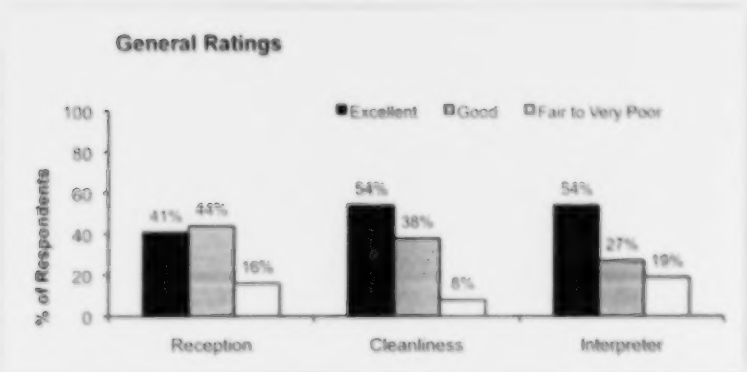
- Only one per cent of respondents indicated they had *not* had their treatment/procedure clearly explained to them.
- A total of nine per cent of respondents felt they were *not* involved in decisions and the health care provider did *not* talk about specific things to improve health/prevent illness.

GENERAL QUESTIONS

This section of the questionnaire asked three questions relating to general services within the Dehcho community health centres:

- **How respectful was the receptionist/administration?**
- **How clean was the clinic?**
- **How were the interpreter services you received?**

Questions relating to the respectfulness of the receptionist/administration and interpreter services received lower levels of satisfaction ratings than the cleanliness of the clinics.



Reception n = 101 Cleanliness n = 101 Interpreter Services n = 52

- Between 81 to 85 per cent of respondents rated the respectfulness of reception and the interpreter services they received as "good" or "excellent."
- "Good" or "excellent" ratings were higher for cleanliness – 92 per cent.

FEEDBACK

The Community Health Services Satisfaction Questionnaire asked two open-ended questions to gather more detailed information from respondents:

- **What are we doing well?**
- **How could we improve?**

Comments related to staff appeared the most often as to what was being done well. General comments included praise for staff being friendly, caring and helpful. Respondents also singled out specific staff in noting exceptional service.

The most common comments as to what could be improved related to suggestions for hiring more staff and, closely related, reducing wait times. Respondents also had specific suggestions relating to improving communication such as more public health activities and more services in traditional languages.

DEMOGRAPHICS

Demographic questions were asked in order to provide more detailed analysis and comparisons of responses, where applicable. The demographic section also provided information on the 103 respondents who completed questionnaires at the community health centres in the Dehcho.

Approximately 67 per cent of the respondents were female and 80 per cent Aboriginal. The average age of the person receiving the service was 42. Just over 10 per cent of the respondents were 60 years of age or older and four per cent of questionnaires were completed for people under the age of 16.

Age of Person Receiving Service	Total	%
< 16 years	4	4
16 to 29	16	17
30 to 44	33	36
45 to 59	29	32
60+	10	11
Total Applicable	**92**	**100**

CONCLUSION

The Community Health Services Satisfaction Questionnaire in 2008 asked respondents to provide ratings on the care, respect and communication experienced in their treatment/procedure and dealings with health care professionals. Respondents also provided ratings relating to reception/administration, health centre cleanliness and interpreter services.

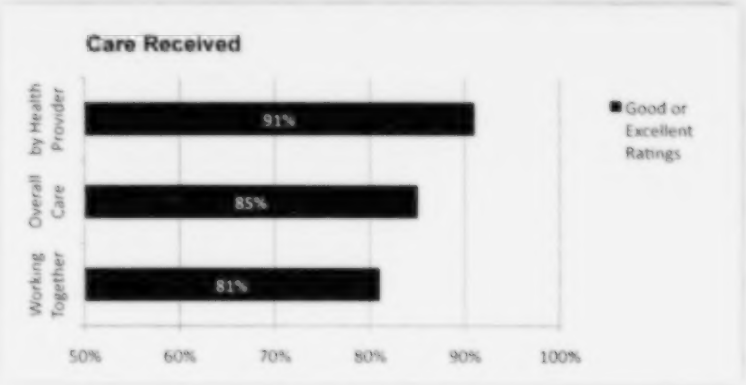
In many of the questions in these sections – Health Care Providers, Treatment/Procedure and General, clients have indicated their satisfaction with community health services in the Dehcho, with the vast majority selecting "good" or "excellent" ratings.

Positive findings included:

- Eighty-nine per cent of respondents selected "good" or "excellent" ratings for how well the health care worker answered their questions.
- Eighty-seven per cent of respondents selected "good" or "excellent" ratings for how respectful the health care worker was to respondents' values and beliefs, culture and traditions.
- Eighty-eight per cent of respondents indicated their treatment/procedure was clearly explained to them (with another 11 per cent "somewhat").
- Eighty-one per cent of respondents indicated their health care worker talked to them about specific things to improve health/prevent illness (with another 10 per cent indicating "somewhat").

The results from "Overall, how would you rate the care you received?" and "Overall, how well do the health care workers in your community work together to fulfill your needs?" reflects the satisfaction of respondents in the Dehcho. Between 81 to 85 per cent of respondents rated their care as "good" or "excellent."

That percentage was even higher (91 per cent) when respondents were asked, "What do you think about the care you received from the health care worker you saw today?"



Comments provided by respondents mirrored the data. Some respondents offered suggestions for improvement, including the hiring of more staff and reducing wait times. Suggestions to improve communication were also offered, such as increase services in traditional languages and increase health promotion activities within the communities. However, the majority of comments reflected the general satisfaction with the health system. These include appreciation for the professionalism and service provided by health centre staff.

FORT SMITH

A total of **134** completed questionnaires were received from people utilizing Fort Smith HSS Authority community health services during the month of November 2008.

Of those 134

- Medical Clinic = 82
- Public Health Unit = 35
- Home Care = 17

Not all respondents answered all questions. n = the number of applicable responses for that particular question.

Some percentages may not add up to 100 per cent due to rounding.

OVERALL SATISFACTION

The question **"Overall, how would you rate the care you received?"** provides a concise summary of the overall findings of the Community Health Services Satisfaction Questionnaire in Fort Smith. The vast majority of respondents provided ratings of "good" or "excellent" – 96 per cent.

"Good" or "excellent" ratings were selected by 90 per cent of respondents to the question **"Overall, how well do the health care workers in your community work together to fulfill your needs?"**

- Approximately 96 per cent of respondents, or 127 of the 133 respondents, rated the overall care they received as "good" or "excellent".
- Ninety per cent of respondents selected "good" or "excellent" ratings for how well health care workers worked together.

Overall Care n = 133. Work Together n = 129.

Completed questionnaires were received from the following health services in Fort Smith:

Community Health Service	Total
Medical Clinic	82
Public Health	35
Home Care	17
Total	**134**

Overall care satisfaction ratings were high from both medical clinic and public health respondents. Between 95 to 97 per cent of respondents using these two health services in Fort Smith selected "good" or "excellent" ratings for the overall care they received.

Too few completed questionnaires were returned from home care to allow for analysis of Fort Smith home care.

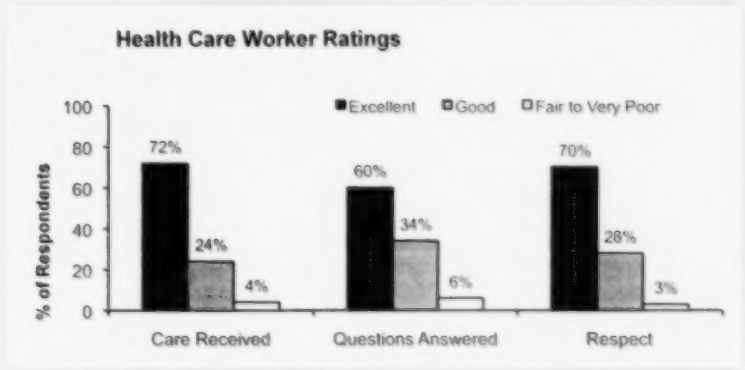
As to how well health care workers worked together, 94 per cent of public health respondents and 87 per cent of medical clinic respondents selected "good" or "excellent" ratings.

HEALTH CARE PROVIDERS

Respondents were asked to indicate the type of health care worker they saw and answered questions specific to that worker:

- **What do you think about the care you received from the health care worker you saw today?**
- **How well did the health care worker answer your questions?**
- **How respectful was the health care worker to your values and beliefs, culture and traditions?**

For all three questions, 94 to 98 per cent of Fort Smith Authority respondents selected "good" or "excellent" ratings.



- High levels of satisfaction were evident, with 94 to 98 per cent of respondents selecting "good" or "excellent" ratings as to the care received, how the health care worker answered questions and the respect shown to respondents' values and beliefs.

Care Received n = 133. Questions Answered n = 129. Respect n = 127.

Approximately half of respondents in the Fort Smith Authority had seen a doctor (49 per cent), followed by nurses (24 per cent) and nurse practitioners (14 per cent). The remaining respondents indicated they had seen a community health representative or home care worker.

Health Care Worker You Saw Today	Total	%
Doctor	62	49
Nurse	31	24
Nurse Practitioner	18	14
Community Health Representative	4	3
Home Care Worker	12	9
Total Applicable	**127**	**100**

TREATMENT/PROCEDURE

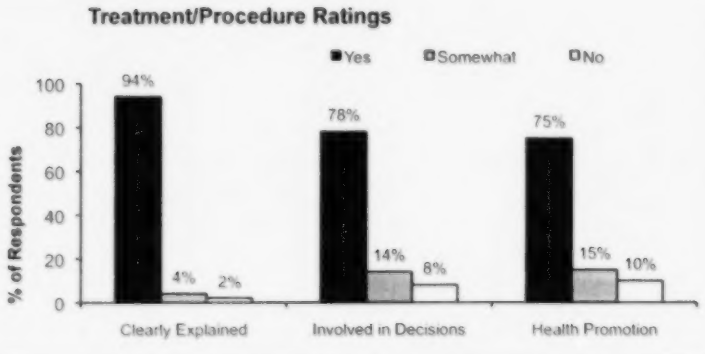
Respondents were asked questions related to treatment and procedures:

Was your treatment/procedure clearly explained to you?

- **Were you involved in decisions affecting your care?**
- **Did your health care worker talk about specific things to improve health/prevent illness?**

Respondents clearly indicated they felt their treatment/procedure had been clearly explained to them, with 94 per cent indicating "yes" and another four per cent "somewhat".

"Yes" and "somewhat" responses were lower for how involved respondents felt in decisions affecting their care and whether their health care worker talked about specific things to improve health/prevent illness.



- Only two per cent of respondents indicated they had *not* had their treatment/procedure clearly explained to them.
- A total of eight per cent of respondents felt they were *not* involved in decisions affecting their care.
- Ten per cent of respondents indicated the health care provider did *not* talk about specific things to improve health/prevent illness.

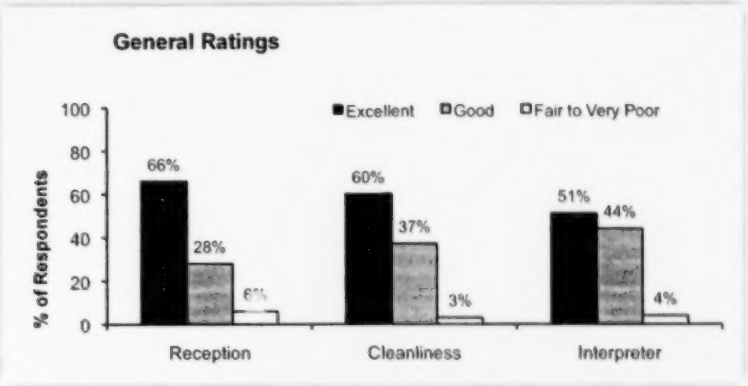
Clearly Explained n = 125 Involved in Decisions n = 120 Health Promotion n = 107

GENERAL QUESTIONS

This section of the questionnaire asked three questions relating to general services within the Fort Smith Medical Clinic and Public Health Unit:

- **How respectful was the receptionist/administration?**
- **How clean was the clinic?**
- **How were the interpreter services you received?**

Questions relating to the respectfulness of the receptionist/administration, cleanliness of the clinic and interpreter services received high ratings of satisfaction as indicated by the number of "good" or "excellent" ratings – 94 per cent or higher for all three questions.



- "Good" or "excellent" ratings ranged from 94 to 97 per cent for questions relating to the respectfulness of reception, the cleanliness of the Medical Clinic and Public Health Unit and interpreter services.

Reception n = 122 Cleanliness n = 121 Interpreter Services n = 41

FEEDBACK

The Community Health Services Satisfaction Questionnaire asked two open-ended questions to gather more detailed information from respondents:

- **What are we doing well?**
- **How could we improve?**

Comments related to staff appeared the most often as to what was being done well. General comments included praise for staff being friendly, professional, knowledgeable, caring and helpful. Some respondents also included the names of individual staff members in noting exceptional service.

The need for more staff and, closely related, the need to reduce waiting times were found most commonly under suggestions for improvement. Respondents also raised concerns over continuity of care resulting from not having permanent doctors. A number of respondents provided comments on the appointment booking system – the challenges in getting an appointment and frustration over not being able to book future appointments.

DEMOGRAPHICS

Demographic questions were asked in order to provide more detailed analysis and comparisons of responses where applicable. The demographic section also provided information on the 134 respondents who completed questionnaires in the Fort Smith HSSA.

Approximately 52 per cent of the respondents were female and 51 per cent non-Aboriginal. The average age of the person receiving the service was 47, with five per cent of respondents completing questionnaires for those under the age of 16 and 26 per cent for 60 years and over.

Age of Person Receiving Service	Total	%
< 16 years	6	5
16 to 29	21	16
30 to 44	22	17
45 to 59	46	36
60+	34	26
Total Applicable	**129**	**100**

CONCLUSION

The Community Health Services Satisfaction Questionnaire asked respondents to provide ratings on the care, respect and communication experienced in their treatment/procedure and dealings with health care professionals. Respondents also provided ratings relating to reception/administration, the facilities' cleanliness and interpreter services.

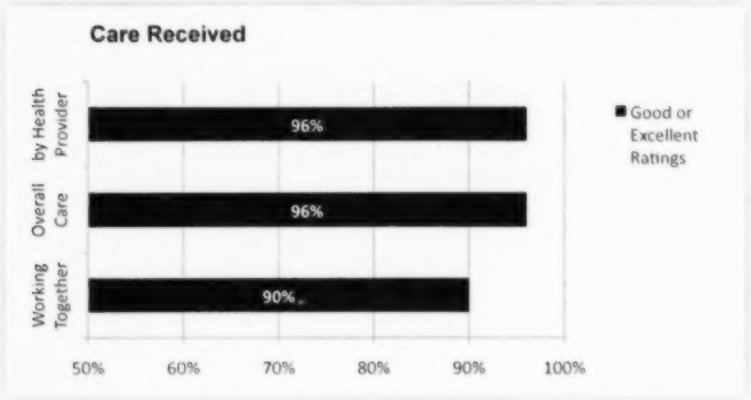
In many of the questions in these sections – Health Care Providers, Treatment/Procedure and General, clients have indicated their satisfaction with community health services in the Fort Smith Health and Social Services Authority, with the vast majority selecting "good" or "excellent" ratings.

Positive findings included:

- Ninety-eight per cent "good" or "excellent" ratings for how respectful the health care worker was to respondents' values and beliefs, culture and traditions.
- Ninety-four per cent indicated their treatment/procedure was clearly explained to them (with another four per cent indicating "somewhat").
- Ninety-four per cent "good" or "excellent" ratings for how well the health care worker answered questions.

The results from "What do you think about the health care you received from the health care worker you saw today?" and "Overall, how would you rate the care you received?" reflects the satisfaction of respondents in Fort Smith. For both questions, 96 per cent of respondents rated their care as "good" or "excellent".

Slightly less satisfaction was evident in the ratings for the question "Overall, how well do the health care workers in your community work together to fulfill your needs?"



Comments provided by respondents mirrored the data. Some respondents offered suggestions for improvement, including the hiring of more staff and reduction of wait times. However, the majority of comments reflected the general satisfaction with the health system within Fort Smith HSSA. These include appreciation for the professionalism and service provided by the Medical Clinic, Public Health Unit and home care staff.

HAY RIVER

A total of **248** completed questionnaires were received from people utilizing Hay River HSS Authority community health services during the month of November 2008.

Of those 248:

- Medical Clinic = 206
- Public Health Unit = 21
- Home Visits = 17
- Other = 4

Not all respondents answered all questions. n = the number of applicable responses for that particular question.

Some percentages may not add up to 100 per cent due to rounding.

OVERALL SATISFACTION

The question **"Overall, how would you rate the care you received?"** provides a concise summary of the overall findings of the Community Health Services Satisfaction Questionnaire in Hay River. The vast majority of respondents provided ratings of "good" or "excellent" – 94 per cent.

"Good" or "excellent" ratings were selected by 76 per cent of respondents to the question **"Overall, how well do the health care workers in your community work together to fulfill your needs?"**

- Approximately 94 per cent of respondents, or 223 of the 238 respondents, rated the overall care they received as "good" or "excellent".
- Seventy-six per cent of respondents selected "good" or "excellent" ratings for how well health care workers worked together.

Overall Care n = 238. Work Together n = 225.

Overall care satisfaction ratings were high for both the medical clinic and public health/home visit respondents. More than 90 per cent of medical clinic respondents selected "good" or "excellent" ratings for the overall care they received. The percentage of "good" or "excellent" ratings was even higher for public health/home visit respondents – all 42, or 100 per cent, selected "good" or "excellent" ratings for the overall care they received.

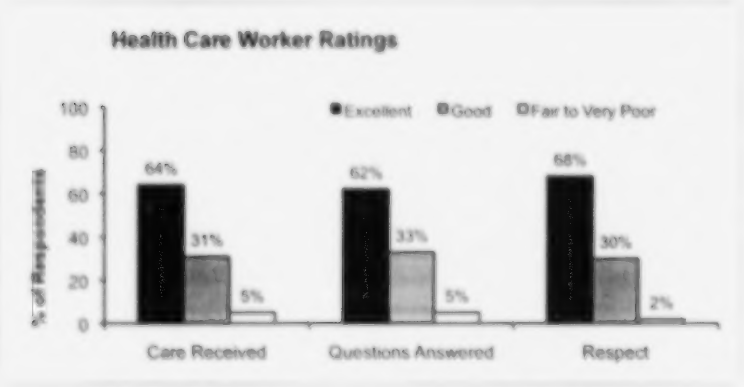
Public health/home visit respondents were also more likely to select "good" or "excellent" ratings (95 per cent) for how well health care workers worked together in their community than medical clinic respondents (72 per cent).

HEALTH CARE PROVIDERS

Respondents were asked to indicate the type of health care worker they saw and answered questions specific to that worker.

- **What do you think about the care you received from the health care worker you saw today?**
- **How well did the health care worker answer your questions?**
- **How respectful was the health care worker to your values and beliefs, culture and traditions?**

For all three questions, 95 to 98 per cent of Hay River Authority respondents selected "good" or "excellent" ratings.



- High levels of satisfaction were evident, with 95 to 98 per cent of respondents selecting "good" or "excellent" ratings as to the care received, how the health care worker answered questions and the respect shown to respondents' values and beliefs.

Care Received n = 235. Questions Answered n = 227. Respect n = 213.

The majority of respondents in the Hay River Authority had seen a doctor (68 per cent), followed by nurse practitioners (12 per cent) and nurses (10 per cent). The remaining respondents indicated they had seen a community health representative, home care worker or other (dieticians, diabetes team members).

Health Care Worker You Saw Today	Total	%
Doctor	164	68
Nurse	24	10
Nurse Practitioner	28	12
Community Health Representative	9	4
Home Care Worker	12	5
Other	3	1
Total Applicable	**240**	**100**

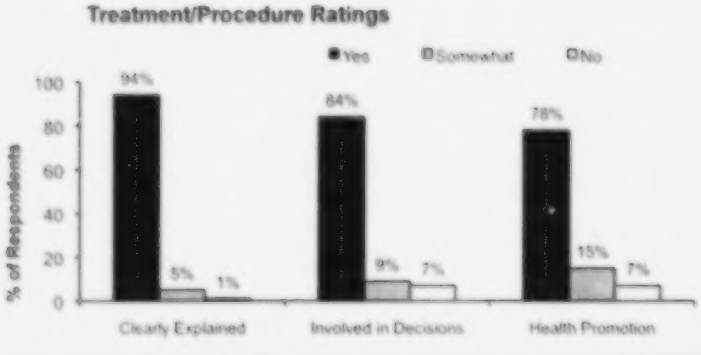
TREATMENT/PROCEDURE

Respondents were asked questions related to treatment and procedures:

- **Was your treatment/procedure clearly explained to you?**
- **Were you involved in decisions affecting your care?**
- **Did your health care worker talk about specific things to improve health/prevent illness?**

Respondents clearly indicated they felt their treatment/procedure had been clearly explained to them, with 94 per cent indicating "yes" and another five per cent "somewhat."

"Yes" and "somewhat" ratings were lower for how involved respondents felt in decisions affecting their care and whether their health care worker talked about specific things to improve health/prevent illness.



- Only one per cent of respondents indicated they had *not* had their treatment/procedure clearly explained to them.
- A total of seven per cent of respondents felt they were *not* involved in decisions affecting their care.
- Seven per cent of respondents indicated the health care provider did *not* talk about specific things to improve health/prevent illness.

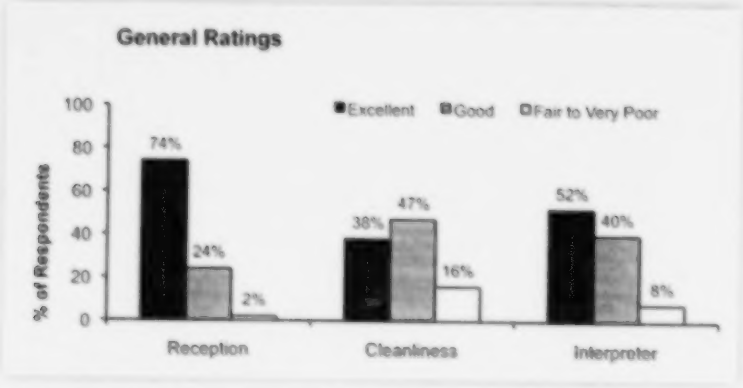
Clearly Explained n = 206; Involved in Decisions n = 191; Health Promotion n = 180

GENERAL QUESTIONS

This section of the questionnaire asked three questions relating to general services within the Hay River Medical Clinic and Public Health Unit:

- **How respectful was the receptionist/administration?**
- **How clean was the clinic?**
- **How were the interpreter services you received?**

Questions relating to the respectfulness of the receptionist/administration, cleanliness of the clinic and interpreter services received similar ratings of satisfaction as other questions on the Community Health Services Satisfaction Questionnaire. Satisfaction relating to reception/administration was particularly high, with 98 per cent of respondents selecting "good" or "excellent" ratings.



- Excellent ratings were higher for the respectfulness of the reception/administration (74 per cent) than cleanliness (38 per cent) or interpreter services (52 per cent).

Reception n = 241 Cleanliness n = 234 Interpreter Services n = 58

FEEDBACK

The Community Health Services Satisfaction Questionnaire asked two open-ended questions to gather more detailed information from respondents:

- **What are we doing well?**
- **How could we improve?**

Comments related to staff appeared the most often as to what was being done well. General comments included praise for staff being friendly, professional, knowledgeable, caring and helpful. Some respondents also included the names of individual staff members in noting exceptional service.

The need for more staff and, closely related, the need to reduce waiting times were found most commonly under suggestions for improvement. Respondents also raised concerns over continuity of care resulting from not having permanent doctors. A number of respondents provided feedback relating to the apparent inconsistency or lack of communication regarding appointments at the Medical Clinic. Comments included difficulty in making appointments by phone, uncertainty whether the clinic allowed walk-ins or appointments only and the need to wait outside prior to the clinic opening in order to access a health care professional.

DEMOGRAPHICS

Demographic questions were asked in order to provide more detailed analysis and comparisons of responses where applicable. The demographic section also provided information on the 248 respondents who completed questionnaires in the Hay River HSSA.

Approximately 59 per cent of the respondents were female and 57 per cent non-Aboriginal. The average age of the person receiving the service was 45, with eight per cent of respondents completing questionnaires for those under the age of 16 and 23 per cent for those 60 years and over.

Age of Person Receiving Service	Total	%
< 16 years	18	8
16 to 29	36	15
30 to 44	57	24
45 to 59	70	30
60+	54	23
Total Applicable	**235**	**100**

CONCLUSION

The Community Health Services Satisfaction Questionnaire in 2008 asked respondents to provide ratings on the care, respect and communication experienced in their treatment/procedure and dealings with health care professionals. Respondents also provided ratings relating to reception/administration, the facilities' cleanliness and interpreter services.

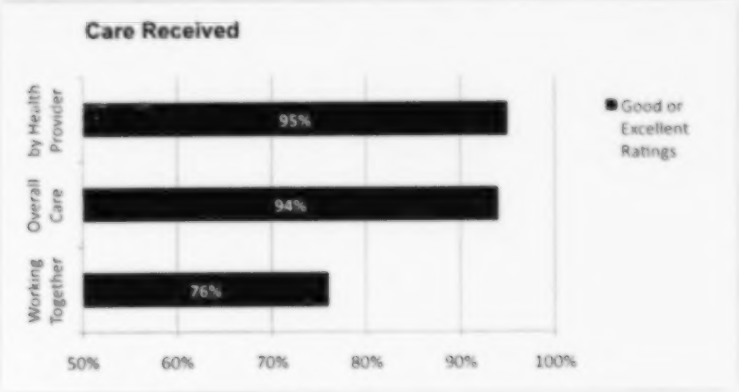
In many of the questions in these sections – Health Care Providers, Treatment/Procedure and General, clients have indicated their satisfaction with community health services in the Hay River Health and Social Services Authority, with the vast majority selecting "good" or "excellent" ratings.

Positive findings included:

- Ninety-eight per cent "good" or "excellent" ratings for how respectful the health care worker was to respondents' values and beliefs, culture and traditions.
- Ninety-eight per cent "good" or "excellent" ratings for the respectfulness of reception/administration.
- Ninety-five per cent "good" or "excellent" ratings for how well the health care worker answered respondents' questions.
- Ninety-four per cent indicated their treatment/procedure was clearly explained to them (with another five per cent indicating "somewhat").

The results from "What do you think about the health care you received from the health care worker you saw today?" and "Overall, how would you rate the care you received?" reflects the satisfaction of respondents in Hay River. Between 94 to 95 per cent of respondents rated their care as "good" or "excellent".

Less satisfaction was evident in the ratings for the question "Overall, how well do the health care workers in your community work together to fulfill your needs?"



Comments provided by respondents mirrored the data. Some respondents offered suggestions for improvement, including the hiring of more staff and reduction of wait times. However, the majority of comments reflected the general satisfaction with the health system within Hay River HSSA. These include appreciation for the professionalism and service provided by the Medical Clinic, Public Health Unit and home care staff.

A total of **63** completed questionnaires were received from people utilizing community health services in the Sahtu during the month of November 2008.

Of those 63:
- Deline = 15
- Fort Good Hope = 31
- Norman Wells = 15
- Tulita = 2

Not all respondents answered all questions. n = the number of applicable responses for that particular question.

Some percentages may not add up to 100 per cent due to rounding.

OVERALL SATISFACTION

The question **"Overall, how would you rate the care you received?"** provides a concise summary of the overall findings of the Community Health Services Satisfaction Questionnaire in the Sahtu. The majority of respondents provided ratings of "good" or "excellent" – 82 per cent.

"Good" or "excellent" ratings were selected by 73 per cent of respondents to the question **"Overall, how well do the health care workers in your community work together to fulfill your needs?"**

- Approximately 82 per cent of respondents, or 51 of the 62 respondents, rated the overall care they received as "good" or "excellent".
- Seventy-three per cent of respondents selected "good" or "excellent" ratings for how well health care workers worked together.

Overall Care n = 62. Work Together n = 61.

HEALTH CARE PROVIDERS

Respondents were asked to indicate the type of health care worker they saw and answered questions specific to that worker.

- **What do you think about the care you received from the health care worker you saw today?**
- **How well did the health care worker answer your questions?**
- **How respectful was the health care worker to your values and beliefs, culture and traditions?**

In the Sahtu, 79 per cent (49 of the 62 respondents) saw a nurse, with the remaining respondents indicating they saw a doctor (nine respondents), a nurse practitioner (two respondents) and a community health representative (two respondents).

Health Care Worker You Saw Today	Total	%
Doctor	9	15
Nurse	49	79
Nurse Practitioner	2	3
Community Health Representative	2	3
Total Applicable	**62**	**100**

"Good" or "excellent" ratings were consistent for all three questions directly related to the health care worker – 83 per cent of respondents selected "good" or "excellent" for the care they received, how well their questions were answered and how respectful the health care worker had been to their values, beliefs, culture and traditions.

- Excellent ratings were highest for how respectful the health care worker was to the respondents' values, beliefs, culture and tradition – 47 per cent.

Care Received n = 59. Questions Answered n = 60. Respect n = 59.

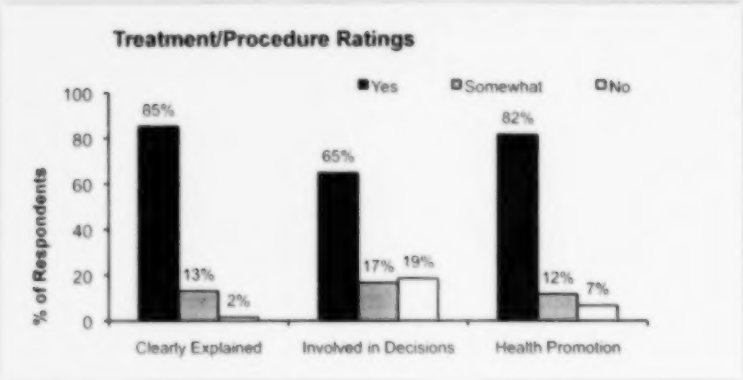
TREATMENT/PROCEDURE

Respondents were asked questions related to treatment and procedures.

- **Was your treatment/procedure clearly explained to you?**
- **Were you involved in decisions affecting your care?**
- **Did your health care worker talk about specific things to improve health/prevent illness?**

Respondents clearly indicated they felt their treatment/procedure had been explained and that their health care worker talked about specific things to improve health – 82 to 85 per cent of respondents indicated "yes", with another 12 to 13 per cent indicating "somewhat" to these two questions.

Ratings were lower for how involved respondents felt in decisions about their care, with 65 per cent indicating "yes".



Clearly Explained n = 61 Involved in Decisions n = 54 Health Promotion n = 60

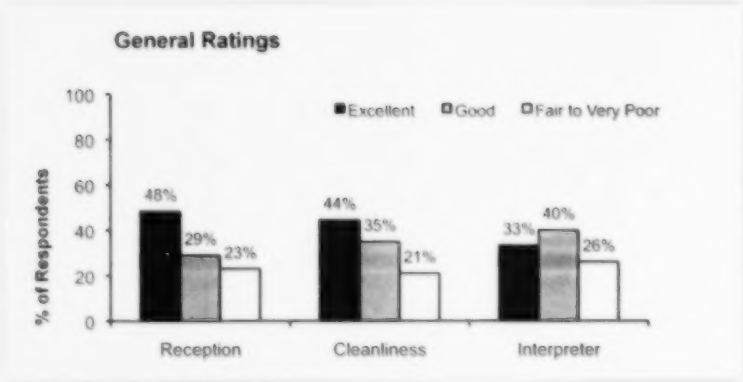
- Only two per cent of respondents indicated they had *not* had their treatment/procedure clearly explained to them.
- A total of 19 per cent of respondents felt they were *not* involved in decisions affecting their care.
- Seven per cent of respondents indicated the health care provider did *not* talk about specific things to improve health/prevent illness.

GENERAL QUESTIONS

This section of the questionnaire asked three questions relating to general services within the Sahtu community health centres:

- **How respectful was the receptionist/administration?**
- **How clean was the clinic?**
- **How were the interpreter services you received?**

Questions relating to the respectfulness of the receptionist/administration, cleanliness of the clinic and interpreter services received lower levels of satisfaction ratings than other questions on the Community Health Services Satisfaction Questionnaire. Less than 80 per cent (73 to 79 per cent) of respondents selected "good" or "excellent" ratings for the three questions.



Reception n = 62 Cleanliness n = 63 Interpreter Services n = 30

- Approximately one-quarter of respondents rated the respectfulness of reception, cleanliness of the clinic and interpreter services they received as "fair" to "very poor".
- Ten per cent (six of 62 respondents) selected "very poor" for the respectfulness of reception/administration – the largest number of "very poor" ratings on the questionnaire.

FEEDBACK

The Community Health Services Satisfaction Questionnaire asked two open-ended questions to gather more detailed information from respondents:

- **What are we doing well?**
- **How could we improve?**

Comments related to staff appeared the most often as to what was being done well. General comments included praise for staff being friendly, caring and helpful. It was also noted that having regular staff was something being done well in the Sahtu.

Comments as to what could be improved were more varied; suggestions included hiring more staff and, closely related, reducing wait times. Respondents also had specific suggestions relating to improving communication such as follow-up from test results and more public health activities, for example increased radio programs. Respondents also recommended changes to the process of reception enquiring about the purpose of the visit due to respondents' concerns over privacy issues.

DEMOGRAPHICS

Demographic questions were asked in order to provide more detailed analysis and comparisons of responses, where applicable. The demographic section also provided information on the 63 respondents who completed questionnaires at the community health centres in the Sahtu.

Approximately 70 per cent of the respondents were female and 80 per cent Aboriginal. The average age of the person receiving the service was 36, with seven per cent of respondents completing questionnaires for people under the age of 16 and five per cent for those 60 years and over.

Age of Person Receiving Service	Total	%
< 16 years	4	7
16 to 29	19	33
30 to 44	15	26
45 to 59	16	28
60+	3	5
Total Applicable	**57**	**100**

CONCLUSION

The Community Health Services Satisfaction Questionnaire in 2008 asked respondents to provide ratings on the care, respect and communication experienced in their treatment/procedure and dealings with health care professionals. Respondents also provided ratings relating to reception/administration, health centre cleanliness and interpreter services.

In many of the questions in these sections – Health Care Providers, Treatment/Procedure and General, clients have indicated their satisfaction with community health services in the Sahtu, with the vast majority selecting "good" or "excellent" ratings.

Positive findings included:

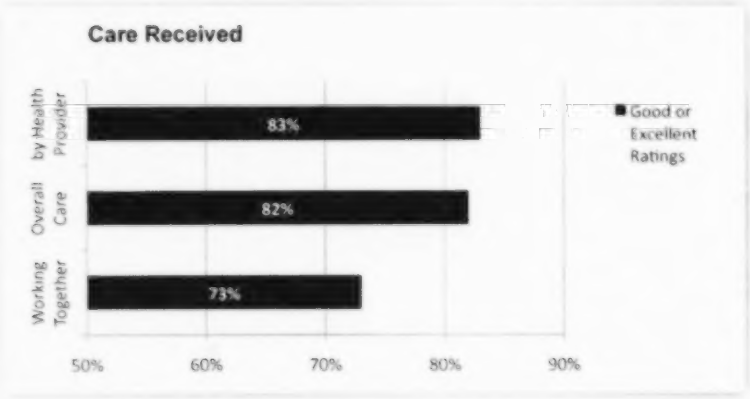
- Eighty-five per cent indicated their treatment/procedure was clearly explained to them (another 13 per cent "somewhat").
- Eighty-three per cent "good" or "excellent" ratings for how respectful the health care worker was to respondents' values and beliefs, culture and tradition.
- Eighty-two per cent of respondents indicated their health care worker talked to them about specific things to improve health/prevent illness (with another 12 per cent indicating "somewhat").

Areas with slightly lower satisfaction ratings included:

- Sixty-five per cent of respondents indicating they were involved in decisions affecting their care (with another 17 per cent indicating "somewhat").

The results from "What do you think about the health care you received from the health care worker you saw today?" and "Overall, how would you rate the care you received?" reflects the satisfaction of respondents in the Sahtu. More than 80 per cent of respondents rated their care as "good" or "excellent".

Slightly less satisfaction was evident in the ratings for the question "Overall, how well do the health care workers in your community work together to fulfill your needs?"



Comments provided by respondents mirrored the data. Some respondents offered suggestions for improvement, including suggestions for staff to improve communication and interactions with clients, the hiring of more staff and reduction of wait times. However, the majority of comments reflected general satisfaction with the health system. These included appreciation for the professionalism and service provided by health centre staff.

TLICHO

A total of **39** completed questionnaires were received from people utilizing community health services in the Tlicho during the month of November 2008.

Of those 39:

- Behchoko = 15
- Gameti = 16
- Whati = 8

Not all respondents answered all questions. n = the number of applicable responses for that particular question.

Some percentages may not add up to 100 per cent due to rounding.

OVERALL SATISFACTION

The question **"Overall, how would you rate the care you received?"** provides a concise summary of the overall findings of the Community Health Services Satisfaction Questionnaire in the Tlicho. The majority of respondents provided ratings of "good" or "excellent" – 87 per cent.

"Good" or "excellent" ratings were selected by 64 per cent of respondents to the question **"Overall, how well do the health care workers in your community work together to fulfill your needs?"**

- Approximately 87 per cent of respondents, or 31 of the 36 respondents, rated the overall care they received as "good" or "excellent".
- 64 per cent of respondents selected "good" or "excellent" ratings for how well health care workers worked together.

Overall Care n = 36. Work Together n = 36.

HEALTH CARE PROVIDERS

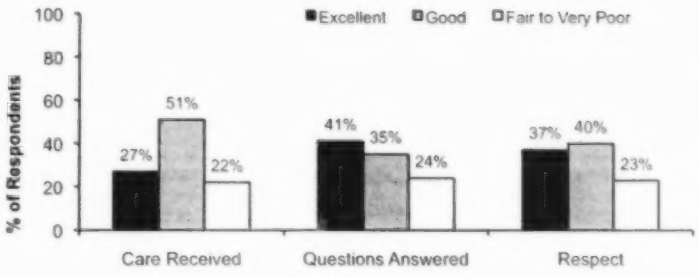
Respondents were asked to indicate the type of health care worker they saw and answered questions specific to that worker:

- **What do you think about the care you received from the health care worker you saw today?**
- **How well did the health care worker answer your questions?**
- **How respectful was the health care worker to your values and beliefs, culture and traditions?**

In the Tlicho, 63 per cent (24 of the 38 respondents) saw a nurse, with the remaining respondents indicating they saw a doctor (11 respondents) and a community health representative (three respondents).

Health Care Worker You Saw Today	Total	%
Doctor	11	29
Nurse	24	63
Nurse Practitioner	0	0
Community Health Representative	3	8
Total Applicable	**38**	**100**

"Good" or "excellent" ratings were consistent for all three questions directly related to the health care worker – 76 to 78 per cent of respondents selected "good" or "excellent" for the care they received, how well their questions were answered and how respectful the health care worker had been to their values, beliefs, culture and traditions.



- Excellent ratings were highest for how health care workers answered questions – 41 per cent.

Care Received n = 37 Questions Answered n = 37 Respect n = 35

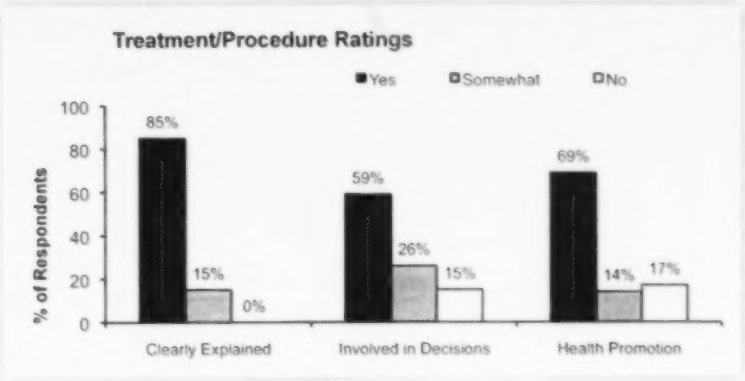
TREATMENT/PROCEDURE

Respondents were asked questions related to treatment and procedures:

- **Was your treatment/procedure clearly explained to you?**
- **Were you involved in decisions affecting your care?**
- **Did your health care worker talk about specific things to improve health/prevent illness?**

Respondents clearly indicated they felt their treatment/procedure had been explained, with 100 per cent indicating "yes" or "somewhat".

"Yes" and "somewhat" ratings were lower for how involved respondents felt in decisions and whether their health care worker talked about specific things to improve health/prevent illness.



Clearly Explained n = 34 Involved in Decisions n = 34 Health Promotion n = 35

- No respondents indicated they had *not* had their treatment/ procedure clearly explained to them.
- A total of 15 per cent of respondents felt they were *not* involved in decisions affecting their care.
- Seventeen per cent of respondents indicated the health care provider did *not* talk about specific things to improve health/ prevent illness.

GENERAL QUESTIONS

This section of the questionnaire asked three questions relating to general services within the Tlicho community health centres:

- **How respectful was the receptionist/administration?**
- **How clean was the clinic?**
- **How were the interpreter services you received?**

"Good" or "excellent" ratings were higher for the cleanliness of the health centres than "good" or "excellent" ratings for the respectfulness of reception/administration and interpreter services received.

Reception n = 35 Cleanliness n = 38 Interpreter Services n = 27

- 81 per cent of respondents rated the cleanliness of the clinics as "good" or "excellent".
- "Fair" was the lowest rating for cleanliness and interpreter services - no "poor" or "very poor" ratings.
- Approximately three-quarters of the respondents rated the respectfulness of reception/ administration as "good" or "excellent".

FEEDBACK

The Community Health Services Satisfaction Questionnaire asked two open-ended questions to gather more detailed information from respondents.

- **What are we doing well?**
- **How could we improve?**

General positive comments, such as "Everything is good. No need to complain.", appeared the most often as to what was being done well.

Comments as to what could be improved were varied; suggestions included hiring more staff, hiring staff with more experience, reducing wait times and having more access to care. Respondents also had specific suggestions relating to improving communication, such as more public health information, and expressed concerns over confidentiality.

DEMOGRAPHICS

Demographic questions were asked in order to provide more detailed analysis and comparisons of responses, where applicable. The demographic section also provided information on the 39 respondents who completed questionnaires at the community health centres in the Tlicho.

Approximately three-quarters of the respondents were female and all respondents completing the ethnicity question identified themselves as Aboriginal. The average age of the person receiving the service was 35. No respondents completed questionnaires for people below the age of 16 and only one respondent completed questionnaires over the age of 60.

Age of Person Receiving Service	Total	%
< 16 years	0	0
16 to 29	16	52
30 to 44	6	19
45 to 59	8	26
60+	1	3
Total Applicable	**31**	**100**

CONCLUSION

The Community Health Services Satisfaction Questionnaire in 2008 asked respondents to provide ratings on the care, respect and communication experienced in their treatment/procedure and dealings with health care professionals. Respondents also provided ratings relating to reception/administration, health centre cleanliness and interpreter services.

In many of the questions in these sections – Health Care Providers, Treatment/Procedure and General, clients have indicated their satisfaction with community health services in the Tlicho, with the vast majority selecting "good" or "excellent" ratings.

Positive findings included:

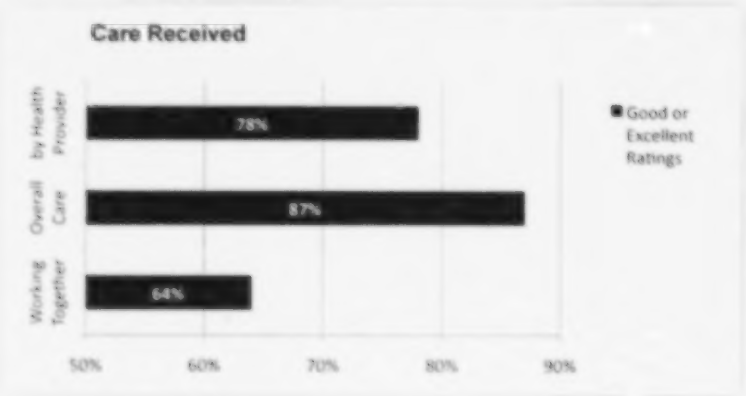
- Eighty-five per cent of respondents indicated their treatment/procedure was clearly explained to them (another 15 per cent "somewhat").
- Seventy-seven per cent "good" or "excellent" ratings for how respectful the health care worker was to respondents' values and beliefs, culture and tradition.
- Seventy-seven per cent "good" or "excellent" ratings for the interpreter services received.

Areas with slightly lower satisfaction ratings included:

- Sixty-nine per cent of respondents indicated their health care worker talked to them about specific things to improve health/prevent illness (with another 14 per cent indicating "somewhat").
- Fifty-nine per cent of respondents indicating they were involved in decisions affecting their care (with another 26 per cent indicating "somewhat").

The results from "What do you think about the health care you received from the health care worker you saw today?" and "Overall, how would you rate the care you received?" reflects the satisfaction of respondents in the Tlicho. More than three-quarters of respondents rated their care as "good" or "excellent".

Less satisfaction was evident in the ratings for the question "Overall, how well do the health care workers in your community work together to fulfill your needs?"



Comments provided by respondents mirrored the data. Some respondents offered suggestions for improvement, including suggestions for staff to improve communication and interactions with clients, the hiring of more staff and reduction of wait times. However, the majority of comments reflected the general satisfaction with the health system.

YELLOWKNIFE

A total of **478** completed questionnaires were received from people utilizing Yellowknife HSS Authority community health services during the month of November 2008.

Of those 478:

- Yellowknife = 460 (Family Medical Clinic – 184, Frame Lake Medical Clinic – 7, Gibson Medical Clinic – 57, Great Slave Medical Clinic – 71, Home Visits – 54, YK Public Health – 87)
- Lutsel K'e = 13
- Fort Resolution = 5

Not all respondents answered all questions: n = the number of applicable responses for that particular question.

Some percentages may not add up to 100 per cent due to rounding.

OVERALL SATISFACTION

The question **"Overall, how would you rate the care you received?"** provides a concise summary of the overall findings of the Community Health Services Satisfaction Questionnaire in the YKHSSA. The vast majority of respondents provided ratings of "good" or "excellent" – 97 per cent.

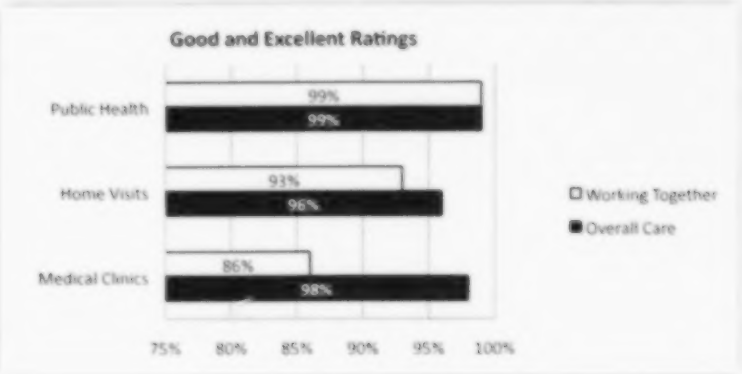
"Good" or "excellent" ratings were selected by 88 per cent of respondents to the question **"Overall, how well do the health care workers in your community work together to fulfill your needs?"**

- Approximately 97 per cent of respondents, or 447 of the 465 respondents, rated the overall care they received as "good" or "excellent".
- Eighty-eight per cent of respondent selected "good" or "excellent" ratings for how well health care workers worked together.

Overall Care n = 465. Work Together n = 437.

Overall care satisfaction ratings were consistent between the medical clinics, the Public Health Unit and home visits. Respondents from each of these service areas indicated high levels of satisfaction – 98 per cent of medical clinic respondents, 96 per cent of home visit respondents and 99 per cent of public health respondents selected "good" or "excellent" ratings for the overall care they received.

In contrast, differences did emerge between medical clinic respondents and the other service areas in Yellowknife in response to how well health care workers in the community worked together to fulfill their needs. More than 90 per cent of Public Health Unit and home visit respondents (99 and 93 per cent) selected "good" or "excellent", compared to 86 per cent of medical clinic respondents.



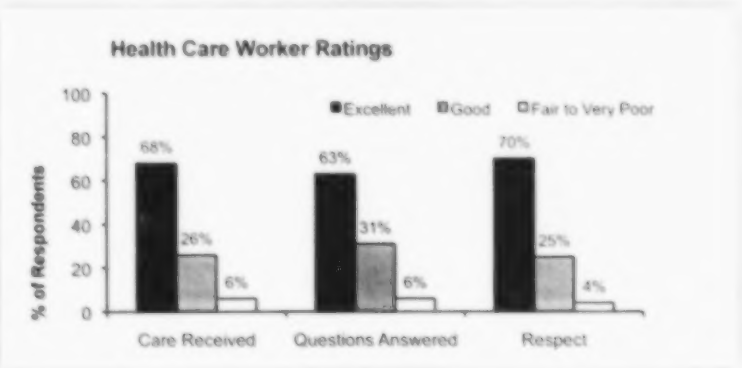
Too few completed questionnaires were returned from health centres in Lutsel K'e and Fort Resolution to allow for analysis of YKHSSA health centres.

HEALTH CARE PROVIDERS

Respondents were asked to indicate the type of health care worker they saw and answered questions specific to that worker.

- **What do you think about the care you received from the health care worker you saw today?**
- **How well did the health care worker answer your questions?**
- **How respectful was the health care worker to your values and beliefs, culture and traditions?**

For all three questions, 94 to 95 per cent of YKHSSA respondents selected "good" or "excellent" ratings.



- Excellent ratings were highest for how respectful the health care worker was (the respondents' values, beliefs, culture and tradition – 70 per cent).
- No "poor" or "very poor" ratings were provided by respondents from Yellowknife medical clinics, Public Health Unit or home care for the care received.

Care Received n = 468. Questions Answered n = 454. Respect n = 440.

The majority of respondents in YKHSSA had seen a doctor (59 per cent), followed by nurses (23 per cent). The remaining respondents indicated they had seen nurse practitioners (eight per cent) or home care workers (seven per cent), with three per cent seeing other types of workers, including community health representatives.

Health Care Worker You Saw Today	Total	%
Doctor	280	59
Nurse	111	23
Nurse Practitioner	38	8
Community Health Representative	10	2
Home Care Worker	31	7
Other	4	1
Total Applicable	**474**	**100**

Slight differences existed between the different types of workers for the care received, how well questions were answered and how respectful the service provider was to the respondents' values.

Respondents who had seen nurses were more likely to select "fair" to "very poor" ratings (11 per cent), compared to respondents seeing doctors, nurse practitioners (NPs) and home care workers (all at three per cent) for the care received.

No ratings below "fair" were provided by respondents seeing doctors, NPs or home care workers, but "poor" and "very poor" ratings did appear for respondents rating the care of nurses.

	Good or Excellent Ratings			
Health Care Provider	**Doctor**	**Nurse**	**NP**	**Home Care***
Care Received	97%	89%	97%	97%
Questions Answered	96%	89%	98%	–
Respect	98%	88%	94%	96%

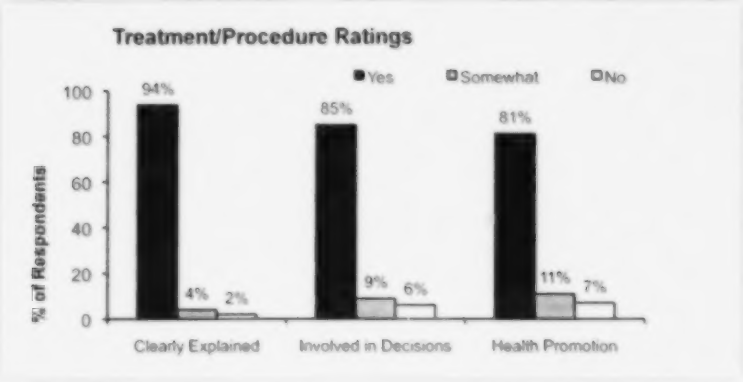
* Too few responses from respondents seeing Home Care workers to provide percentages on how questions were answered.

TREATMENT/PROCEDURE

Respondents were asked questions related to treatment and procedures:

- **Was your treatment/procedure clearly explained to you?**
- **Were you involved in decisions affecting your care?**
- **Did your health care worker talk about specific things to improve health/prevent illness?**

Respondents clearly indicated they felt their treatment/procedure had been clearly explained to them, with 94 per cent indicating "yes" and another four per cent "somewhat."



- Only two per cent of respondents indicated they had *not* had their treatment/procedure clearly explained to them.
- A total of six per cent of respondents felt they were *not* involved in decisions affecting their care.
- Seven per cent of respondents indicated the health care provider did *not* talk about specific things to improve health/prevent illness.

Clearly Explained n = 413. Involved in Decisions n = 384. Health Promotion n = 374.

As indicated by "yes" responses:

- Eighty-nine per cent of respondents seeing a nurse practitioner felt the treatment/procedure had been clearly explained.
- Seventy-six per cent of respondents seeing a doctor felt involved in decisions.
- Seventy-nine per cent of respondents seeing a nurse practitioner felt the health care worker talked about specific things to improve health/prevent illness.

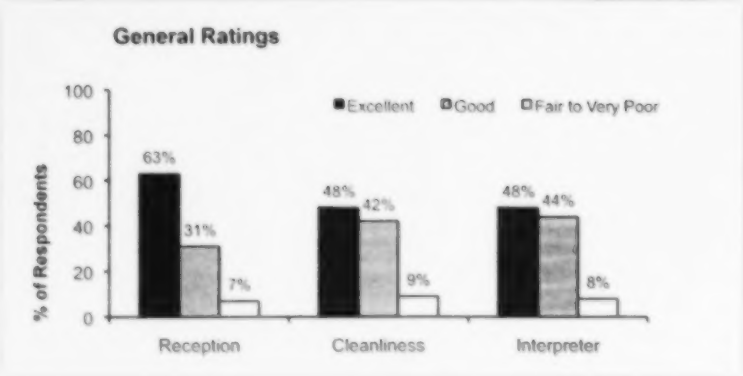
	Good or Excellent Ratings			
Health Care Provider	**Doctor**	**Nurse**	**NP**	**Home Care**
Yes, clearly explained	85%	80%	89%	60%
Yes, involved in decisions	76%	61%	68%	57%
Yes, health promotion	66%	59%	79%	60%

GENERAL QUESTIONS

This section of the questionnaire asked three questions relating to general services within YKHSSA:

- **How respectful was the receptionist/administration?**
- **How clean was the clinic?**
- **How were the interpreter services you received?**

Questions relating to the respectfulness of the receptionist/administration, cleanliness of the clinic and interpreter services received similar ratings of satisfaction as other questions on the Community Health Services Satisfaction Questionnaire. More than 90 per cent of respondents selected "good" or "excellent" ratings for the three questions.



- "Excellent" ratings were highest for the respectfulness of reception/administration (63 per cent)

Reception n = 442 Cleanliness n = 433 Interpreter Services n = 90

The respectfulness of reception/administration received very high satisfaction ratings by Public Health Unit respondents in Yellowknife, 99 per cent, 86 of the 87 respondents, selected "good" or "excellent" ratings. Similar high ratings were found by respondents rating the Public Health Unit's cleanliness – 98 per cent selected "good" or "excellent".

For the medical clinics in Yellowknife, 93 per cent of respondents rated the respectfulness of reception/administration as "good" or "excellent" and 89 per cent rated the clinic cleanliness as "good" or "excellent".

FEEDBACK

The Community Health Services Satisfaction Questionnaire asked two open-ended questions to gather more detailed information from respondents:

- **What are we doing well?**
- **How could we improve?**

Comments related to staff appeared the most often as to what was being done well. General comments included praise for staff being friendly, professional, knowledgeable, caring and helpful. Some respondents also included the names of individual staff members in noting exceptional service.

The need for more staff and, closely related, the need to reduce waiting times were found most commonly under suggestions for improvement. Comments to improve wait times and hire more staff were provided by respondents seeing all types of health care providers: doctors, nurses, nurse practitioners and home care workers.

DEMOGRAPHICS

Demographic questions were asked in order to provide more detailed analysis and comparisons of responses where applicable. The demographic section also provided information on the 478 respondents who completed questionnaires in the YKHSSA.

Approximately 65 per cent of the respondents were female and 72 per cent Aboriginal. The average age of the person receiving the service was 43, with seven per cent of respondents completing questionnaires for those under the age of 16 and 19 per cent for 60 years and over.

Age of Person Receiving Service	Total	%
< 16 years	31	7
16 to 29	83	18
30 to 44	125	28
45 to 59	128	28
60+	85	19
Total Applicable	**452**	**100**

CONCLUSION

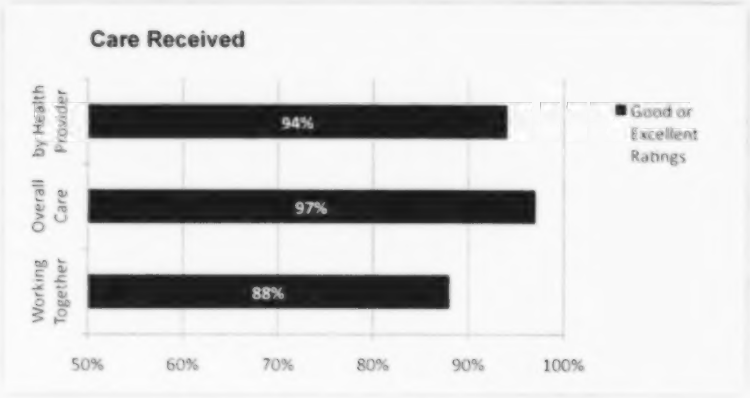
The Community Health Services Satisfaction Questionnaire in 2008 asked respondents to provide ratings on the care, respect and communication experienced in their treatment/procedure and dealings with health care professionals. Respondents also provided ratings relating to reception/administration, the facilities' cleanliness and interpreter services.

In many of the questions in these sections – Health Care Providers, Treatment/Procedure and General, clients have indicated their satisfaction with community health services in the Yellowknife Health and Social Services Authority, with the vast majority selecting "good" or "excellent" ratings.

Positive fin dings included:

- Ninety-five per cent "good" or "excellent" ratings for how respectful the health care worker was to respondents' values and beliefs, culture and traditions.
- Ninety-four per cent indicated their treatment/procedure was clearly explained to them (with another four per cent indicating "somewhat").
- Eighty-one per cent of respondents indicated their health care worker talked to them about specific things to improve health/prevent illness (with another 11 per cent indicating "somewhat").

The results from "What do you think about the health care you received from the health care worker you saw today?" and "Overall, how would you rate the care you received?" reflects the satisfaction of respondents in YKHSSA. Between 94 to 97 per cent of respondents rated their care as "good" or "excellent". Less satisfaction was evident in the ratings for the question "Overall, how well do the health care workers in your community work together to fulfill your needs?"



Comments provided by respondents mirrored the data. Some respondents offered suggestions for improvement, including the hiring of more staff and reduction of wait times. However, the majority of comments reflected the general satisfaction with the health system within YKHSSA. These include appreciation for the professionalism and service provided by community health centre, medical clinic, Public Health Unit and home care staff.

NWT COMMUNITY HEALTH SERVICES SATISFACTION QUESTIONNAIRE

SATISFACTION QUESTIONNAIRE

Northwest Territories Health and Social Services

To Be Completed By Staff Member
Community or Clinic Name:

CLIENT SATISFACTION QUESTIONNAIRE

YOUR FEEDBACK IS IMPORTANT
You are being asked about the services you have just received. Your answers will help improve the services we offer by telling us what we are doing well and how we can improve.

CONFIDENTIALITY/PRIVACY
The questionnaire is anonymous – you do not have to provide your name and we will not know who completed questionnaires. Your health care worker will not see your completed questionnaire. Your answers will be combined with similar types of responses and used for statistical purposes only.

COMPLETING THE QUESTIONNAIRE
The questionnaire will only take a few minutes. Once completed, please put in the envelope provided, seal the envelope and put it in the drop box or return it to your health care worker. The drop box and sealed envelopes will be sent to the Department of Health & Social Services where analysis and summary reports will be done.

If you have more than one appointment during the month, you will be offered a questionnaire each time. You can choose to complete a questionnaire for each appointment or you can choose to only do the questionnaire once.

Thank you
Your comments will help us improve our services.

If you would like this information in another official language, call (867) 920-8965.
Si vous voulez ces informations en français, contactez-nous.

NWT8667/1108

SATISFACTION QUESTIONNAIRE

Please check the box beside your answer and write any comments you may have.

1. Health care worker you saw today (check one):

☐ Doctor ☐ Nurse ☐ Nurse Practitioner ☐ Community Health Representative
☐ Dental Therapist ☐ Homecare Worker

Health Care Worker

2. What do you think about the care you received from the health care worker you saw today?

☐ 1 Excellent ☐ 2 Good ☐ 3 Fair ☐ 4 Poor ☐ 5 Very Poor ☐ 6 Does Not Apply

3. How well did the health care worker answer your questions?

☐ 1 Excellent ☐ 2 Good ☐ 3 Fair ☐ 4 Poor ☐ 5 Very Poor ☐ 6 Does Not Apply

4. How respectful was the health care worker to your values and beliefs, culture and traditions?

☐ 1 Excellent ☐ 2 Good ☐ 3 Fair ☐ 4 Poor ☐ 5 Very Poor ☐ 6 Does Not Apply

Treatment/Procedure

5. Was your treatment/procedure clearly explained to you?

☐ 1 Yes ☐ 2 No ☐ 3 Somewhat ☐ 4 Does Not Apply

6. Were you involved in decisions affecting your care?

☐ 1 Yes ☐ 2 No ☐ 3 Somewhat ☐ 4 Does Not Apply

7. Did your health care worker talk about specific things to improve health/prevent illness?

☐ 1 Yes ☐ 2 No ☐ 3 Somewhat ☐ 4 Does Not Apply

General

8. How respectful was the receptionist/administration?

☐ 1 Excellent ☐ 2 Good ☐ 3 Fair ☐ 4 Poor ☐ 5 Very Poor ☐ 6 Does Not Apply

9. How clean was the clinic?

☐ 1 Excellent ☐ 2 Good ☐ 3 Fair ☐ 4 Poor ☐ 5 Very Poor ☐ 6 Does Not Apply

10. How were the interpreter services you received?

☐ 1 Excellent ☐ 2 Good ☐ 3 Fair ☐ 4 Poor ☐ 5 Very Poor ☐ 6 Does Not Apply

Overall

11. Overall, how would you rate the care you received?

☐ 1 Excellent ☐ 2 Good ☐ 3 Fair ☐ 4 Poor ☐ 5 Very Poor

12. Overall, how well do the health care workers in your community work together to fulfill your needs?

☐ 1 Excellent ☐ 2 Good ☐ 3 Fair ☐ 4 Poor ☐ 5 Very Poor ☐ 6 Does Not Apply

Demographics

13. Your age (or age of person receiving the services): _____ years old

14. ☐ 1 Male ☐ 2 Female

15. ☐ 1 Aboriginal ☐ 2 Non-Aboriginal

COMMENTS – PLEASE TELL US HOW WE ARE DOING

What are we doing well?

How could we improve?

Return your completed questionnaire in the drop box provided. Call (867) 920-8965, Jill Herbert, Department of Health and Social Services, if you have any questions.

THANK YOU